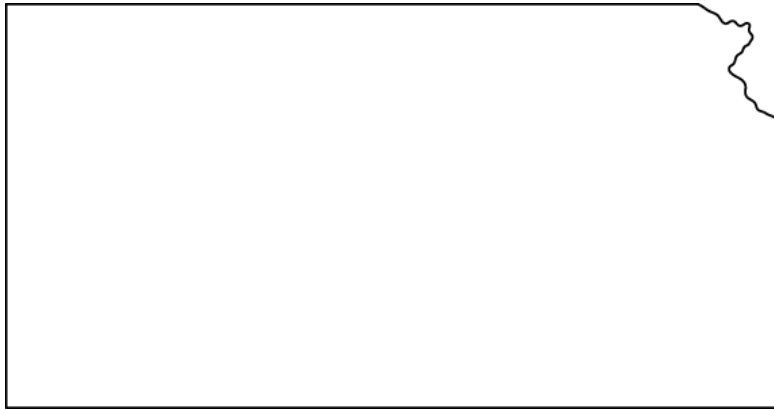


Information Network of Kansas Inc.



Strategic E-Government Plan



Preface:

To the reader,

INK was created in 1990 to develop electronic access for citizens and businesses that use State of Kansas and local units of government services. Over the past twelve years, INK has received many national awards for innovation and excellence. This plan builds on these successes.

In May of 2003, the Board of Directors for Information Network of Kansas Inc. established a staff planning team to develop an e-Government plan to guide Board strategic and business activities for the next five years. The e-Government plan has three sections: INK e-Government Strategy, INK Financial Funding Strategy and Implementation and Marketing Plan. The strategic section includes an overview of INK Internet services, development themes and a methodology for evaluating grant and service requests. The funding section describes the projected portal revenues and investment allocation targets. The Implementation and Marketing Plan discusses how these initiatives will be achieved.

The Board is grateful for the work of the staff planning team and for the many tireless hours spent by State officials to plan and deploy over 300 applications used daily by citizens and business.

Ron Srajer, Chair
Information Network of Kansas.

Executive Summary

Background

Kansas pioneered the development of e-Government for the nation with the creation of the Information Network of Kansas Inc. (INK) in 1990. Enabled by KSA 74-9301 et seq., INK has continued that pioneering spirit by continuing to work with its agency partners to open electronic avenues to government information and building interactive services with which citizens, businesses and governments can interact with Kansas government.

Underpinning the overall strategy of INK is a unique partnership model that leverages the enormous wealth of knowledge and resources in all parts of the state sector. This model goes well beyond a simple aggregation approach to add significant value to the users through a rich offering of state and local government informational products and services and access to a committed and dedicated web development community.

Providing the oversight and direction of the portal are the INK Board of Directors. INK's Board of Directors is a 10-member non-compensated Board consisting of Cabinet Secretaries and Executive level membership from state and local units, the private sector and statewide user groups. This unique combination of private and public representation effectively places the governing control over the portal development with the data suppliers and the user groups who utilize the data. The INK Board is staffed with an Executive Director. The organization rents office space and receives administrative support from Kansas Inc.

INK is an active participant in the Kansas' enterprise IT governance model. INK's positioning in the governance model is unique in that the organization supports all three branches of government, Executive, Judicial and Legislative. From the onset, INK was envisioned to be enterprise in nature and scope.

INK is a member of the Information Technology Executive Council (ITEC) whose 17 member body made up of government and private executives, is responsible for establishing IT policy for the Kansas IT enterprise. INK is a participant in the Information Technology Advisory Board (ITAB), which is made up of senior managers of state information technology organizations along with representatives of private industry and local units of government. INK also is a member of the IT Security Council and the state's Long Range IT Planning Committee who is responsible for the Strategic Information Management Plan (SIM Plan) for the state. The current SIM Plan has 15 e-Government objectives and 21 specific initiatives for the state. INK takes lead responsibility for five of these initiatives and shares responsibility for eleven others.

The INK Strategic e-Government plan focuses on collaborating with state and local entities to create applications, which are enterprise in scope, highly integrated and transformational. The plan includes the following broad development themes organized around portal perspectives.

- Kansas Business Center
- Legislative (e-Democracy)

- Transportation
- Medical Services
- Agriculture
- Public Safety
- Education

INK's vision is to positively transform the relationship between citizens, businesses and governments through integrated, efficient e-Government applications and services. In order to accomplish this vision, the INK Board has five statutory objectives and has adopted three additional strategic objectives.

Statutory Objectives

- Increase Citizen/Business Access
- Align to State Initiatives
- Expand Portal Information
- Improve Access Technologies
- Revenue Generation

Strategic Objectives

- Market Adoption
- Integrated Services
- Extensible (reusable) design

The Board utilizes these objectives to rate or score each agency application service request and grant proposal. Each of the objectives is assigned a relative weight and all service and grant requests are scored against measurable criteria with a 1, 2, or 3 representing a score of below, in line with, or exceeding expectations respectively. The rating is designed to gauge how well the proposed services align to INK's objectives. INK has created over 400 applications to provide electronic access to information or services. The overall average score for the entire application base was calculated to be 2.10, exceeding the INK Board's expectations. It will be INK's intent to increase the application inventory's average score by continuing to meet its statutory and strategic objectives. This scoring methodology also provides a powerful marketing and development tool for INK and its agency partners to group together similar applications and score the application base from distinct customer viewpoints.

Revenue and Expenses

INK was designed as a self-funded enterprise so INK receives no state appropriated tax dollars to fund the development of electronic information access or electronic commerce applications. INK is a model example of a government service that benefits from the entrepreneurial spirit and efficiencies found in the private sector. Minimal user fees generated through enhanced access applications to commercially viable information are used to fund free information services, which are developed to benefit both private citizens and businesses.

The development and promotion of the state's web portal (accessKansas) is facilitated through a private company, Kansas Information Consortium, Inc. (KIC), a wholly owned

subsidiary of NIC Inc. As the Network Manager, under the oversight of the INK Board of Directors, KIC works with state agencies, professional associations, business leaders, educators, and citizens to understand the needs of each constituency and then works to enhance existing transactional services and/or develop new applications to meet their needs.

All portal gross revenues are collected by INK. Approximately 75% of those gross portal revenues are forwarded directly to agencies, described here as Cost of Sales, for payment of agency statutory requirements according to individual contracts signed with the agencies. The remaining net revenue (25%) is shared between the INK Board of Directors (15%) and KIC (85%).

There are four main elements that impact the INK expense detail – Grants and Program Development, Salaries, Professional Consulting and Rent. These components comprise 92% of the total budget for INK's 2004 expenses.

The Network Manager (KIC) maintains network administration, application development, marketing, project management and customer service staff for the exclusive support of the portal. The percentage share compensates the Network Manager for their staff and all hardware and software related expenses for supporting the ongoing maintenance and development of the portal.

The largest portion of the Network Manager's development time and effort is consumed developing applications and web sites and services for free public use. Over 60% of the Network Manager's available application development time is dedicated to the development of free applications for the portal. It is the revenue generating applications and services that fund the development of free applications and services.

There are five main elements that impact the Network Manager's expense detail – Salaries, Depreciation & Software Maintenance, Network Investment, Lease Expense and Disaster Recovery Fees. These components make up nearly 91% of the total dollars budgeted for the Network Manager's calendar year 2004 expenses. With the exception of Network Investment, these expenses are fixed expenses that are already committed based upon previous year's activities.

From 1993 to 2002, the growth of portal net revenue has increased at an average rate of 9.11% per year. The average growth of the portal net revenue from 1997 to 2002 has increased at a rate of 13.54% per year. For years 2004 through 2008, a 12% growth rate assumption was used to estimate the portal gross revenues. For 2004, INK anticipates the portal gross revenues to be approximately \$12 million. The strategy also assumes that approximately 75% of the portal gross revenues will continue to be directed to state agencies.

Using this strategy, after projected INK operation expenses, INK's projected net income would be allocated to the portal theme and discretionary grant amounts over the next five years. The INK Board will annually review and adjust INK's forecasted revenues. Grant requests will be reviewed by the INK Board of Directors and will be based upon the overall score of the request, as described above, the online business readiness

within the agencies, state SIM plan initiatives, and current Administration, Judicial and Legislative initiatives.

Success Factors

The success of INK will ultimately depend on the added value that it can offer to its broad array of users. Using a variety of measurement tools, including surveys, customer service communication and feedback channels, site monitoring, focus groups and in-depth interviews involving both end users and partners, INK will generate detailed analysis to measure the value created by its offerings and how to better meet the needs of its users and partners.

The emphasis on openness (reliance on open-source software) and interoperability (reliance on global standards such as XML and Web Services) in the technological choices of INK, underscores the business strength of the portal. The emphasis will allow accessKansas to engage partners, irrespective of their own technological choices. This will foster network externalities in the aggregation of content, increasing the value of the networks and communities supported by the portal. It will require however, ongoing investments in infrastructure to ensure the scalability, security and reliability of the site and investments in marketing to create widespread recognition of the accessKansas brand.

The 2004 plan for new and enhanced services is anchored by the extensive enhancements scheduled for the state's official website, www.accessKansas.gov. The state portal must be easily found and accessed. The site can be accessed using several web addresses, including www.accessKansas.gov, www.accessKansas.org, www.accessKansas.com, www.state.ks.us and www.kansas.gov.

INK Enterprise Initiatives

In addition to the SIM Plan initiatives and agency service requests, the 2004 work plan is presented along the following lines:

- INK Enterprise Initiatives
- INK Portal Design and Usability Enhancements

KanCh@t Live Support Solution – One of the most successful customer service tools INK has found and is recommending be utilized is a Live Chat Support Solution – branded for Kansas as “KanCh@t”. It works much like instant messaging products available online today, but in this instance will be created for the exclusive use of visitors to the website to click a live help button for questions during regular business hours.

Calendar of Events – This service will allow any/all government entities to have their own online calendaring package to post meeting notices for the public to access.

KanPay Payment Engine – This service will support the complete integration of all customer payment alternatives with all applicable portal applications. The services will be available to all state and local entities. The first phase will support ACH processing but will expand in 2004 to support full credit card processing.

Web Master Resource Center – A web site maintained by INK that houses resources, guidelines, examples and tutorial documentation for web site planning, development and maintenance.

Web-in-a-box (WIB) – WIB is an online product providing state and local entities with a basic web site consisting of a home page, additional information web pages and a selection of colors and top banners. Modifying content will require no prior programming knowledge.

Judicial Court Records Access – This is an expansion to a current service provision for four Kansas counties. The Kansas Judicial Branch is working towards an offering of Full-Court access to all 105 Kansas county court records. The Full-Court system will enable INK and the Judicial system to provide online access to court records across the entire state.

INK Portal Design and Usability Enhancements

State Home Page/Portal Enhancement – The current design has served well, but there is a need to provide one to three click access to more information than the current design can accommodate. In addition, over the span of twelve months INK will migrate from the color palette currently used to a color scheme of blue and grey. The complete migration will occur in several subtle stages to ensure a confidence in the user and a consistency in transition and usability.

Conclusion

Although a more detailed analysis resides in the following chapters of this plan, INK strongly believes that with the continued cooperation and collaboration with the state and local entities, coupled with the application rating methodology for grants and service requests, validated by an ongoing measurement through extensive market and customer interviews and surveys, supported by the continuing investments and enhancements to the portal, this Strategic e-Government Plan will continue to position INK as a valued partner to Kansas' state and local partners and provide valuable and quality information to its citizens, businesses and government.

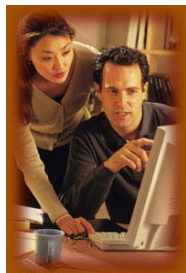
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Section 1: INK e-Government Strategy

Chapter 1: Introduction

This chapter presents the strategic plan for Information Network of Kansas (INK). The INK Strategic e-Government Plan describes approaches to application development INK is taking to further electronic government (e-Government) on behalf of Kansas's government and its citizens, businesses, and customer groups. The Strategic e-Government Plan uses the following definition for e-Government.



“e-Government is the external, customer-facing side of government IT services.”

The definition focuses attention on government customers and the interface used to connect these customers to government information and interactive services. Today, customers expect the integration of web application's activity with government agency back-office processing.

Two types of integration will be used to guide INK's application development focus: vertical and horizontal integration. Vertical integrated applications allow customers the ability to access an application and complete their transaction in the session. Also, vertical integration includes collecting customer-supplied information and integrating the data into the back office processing of an agency. Vertical integration greatly reduces errors, promotes customer self-service by virtually eliminating turnaround time, and leads to increased efficiencies for government employees who are relieved of the work to enter information or process requests manually.

In contrast, horizontal integration describes the integration of web applications across different government business groups. This integration of services cuts across traditional government or business boundary lines and jurisdictions. Horizontal integration is called, “transformational” because the integration creates an electronic community of government units that may have not participated together before and can create relationships between entities that exist uniquely in this virtual environment. Portal designs that emphasize transformational services to take advantage of vertical integration as well as horizontal integration. INK uses these definitions for its strategic and business planning processes.

History

INK was created by statute (KSA 74-9301 et seq.) in 1990 to provide citizens and businesses electronic access to state, county, and city government information and services. Prior to INK, the most popular way for accessing Kansas state and local units of government was in person, over the phone, fax or by mail. The access was slow and very costly to both government and citizens. In comparison, electronic access is faster, more efficient, reduces errors and is available at the convenience of the customers. In the early days of e-Government, electronic access was plagued by many problems. Government agencies had designed systems for their internal processes and the applications were not interconnected with systems in other agencies. Also, citizens and

businesses had a wide variety of systems and many of these systems did not interoperate with each other. In addition, networking computers, software and databases was expensive and challenging.

INK e-Government Model

In the mid to late 1990's, the complexity of interconnecting systems was dramatically reduced when Internet usage became widespread and Internet browsers became more consistent, (i.e., Internet Explorer, Netscape, Mozilla). This advance in technology allowed government to create user-friendly front-end web pages, which masked the complexities of connecting different back-end systems. Kansas saw the advantage of the Internet and created an electronic hub or gateway to government systems. The following diagram is a high level view of INK's gateway between users and government systems. The gateway is enabled through the IT infrastructure used by customers, INK, and government agencies.

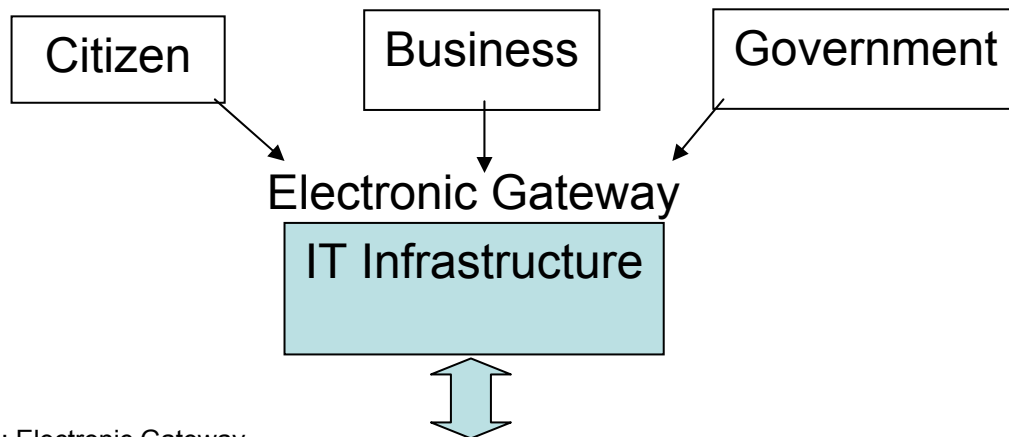


Figure 1.1: Electronic Gateway

INK's front-end computers connect with citizens, businesses and government through the Internet. The INK computers also connect with the providers of government information services through the state's network. In essence, the INK gateway serves as a portal for customers seeking access to government agencies. Inside the portal gateway are telecom links, databases, internally developed applications, security controls, and administrative systems to coordinate and meter requests.

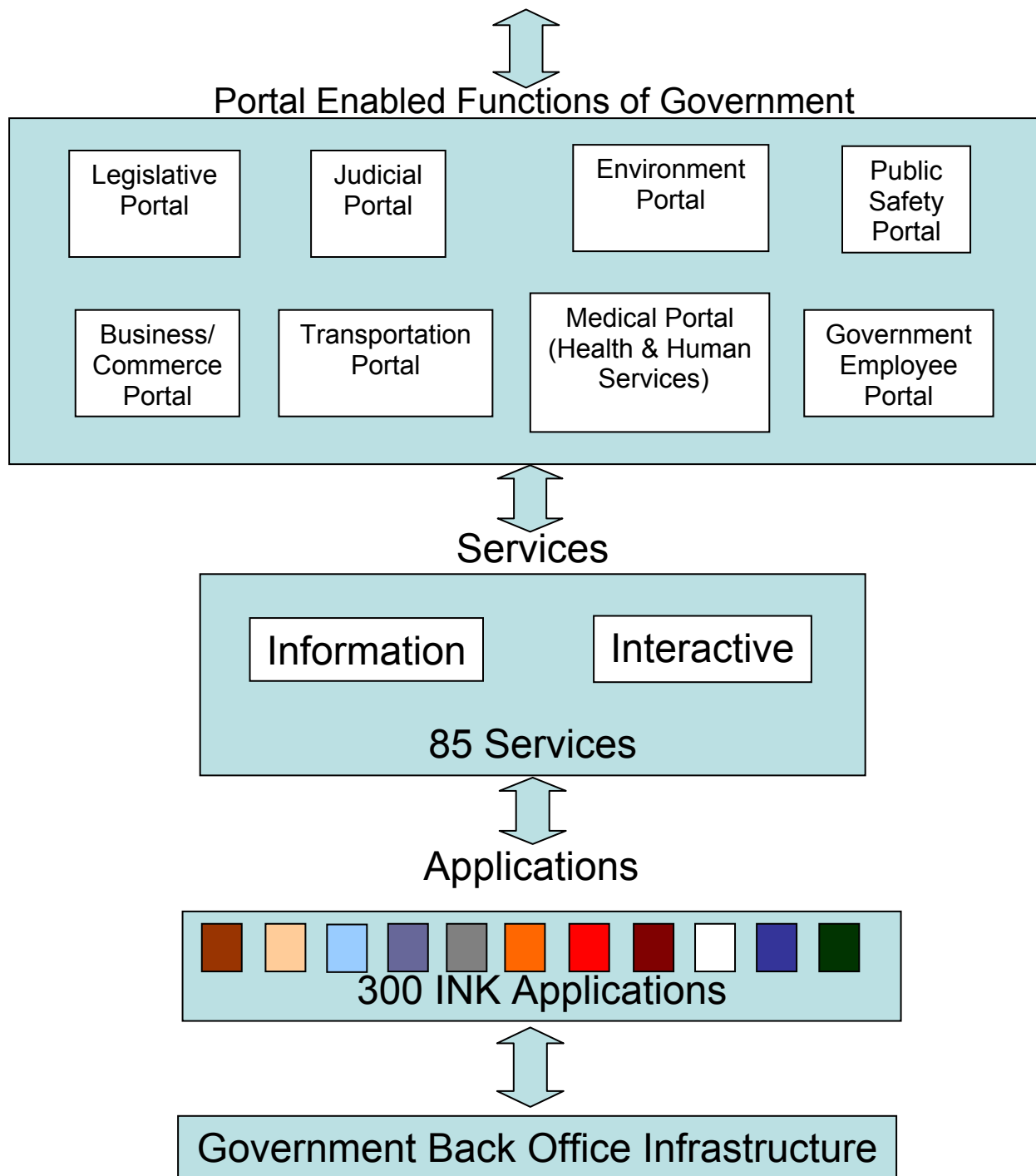


Figure 1.2: Services/Applications

INK's application development is organized around traditional functions of government. The INK portals and their respective services represent INK's inventory of the web-enabled functions of government. Within the respective portals are services or individual applications of like nature. There are two types of INK services:

1. Information (web pages, meeting minutes, FAQs)
2. Interactive (seek and receive services from government)

Through INK's "accessKansas" gateway, citizens can access over 380,000 web pages of government information. Access to the agency, legislative, and user association information is provided through links and search engines that reside on INK's computers.

Interactive services also are accessed through the gateway. Interactive services allow a citizen or business to perform transactions with government. The transactions include the ability to purchase a permit, file a document, renew a professional license, or submit state income taxes, to name a few. Services, whether informational or interactive, are provided through computer-coded applications, which are created by INK and government agencies working together. The applications coordinate communication between the application user and INK databases.

Finally, the individual interactive applications and services are connected to government back-end systems to receive government agency data for public presentation and to update the government agency back office data systems with user provided data. INK has created over 400 applications to provide electronic access to information or services

National E-Government Service Trends

The following diagram summarizes the major milestones in the history of e-Government evolution.

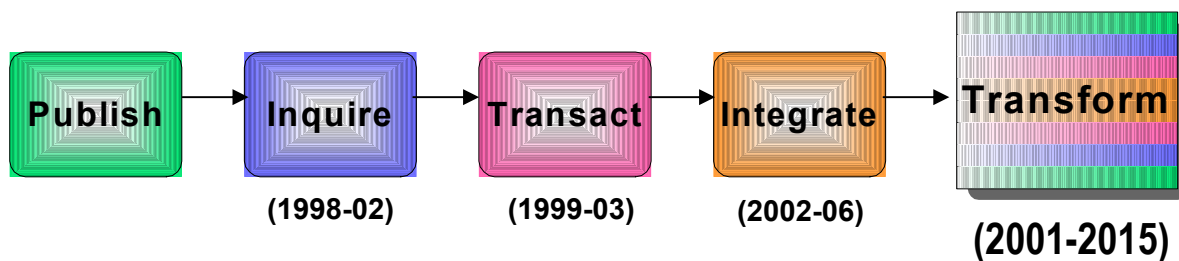


Figure 1.3: e-Government Evolution

In the 1980's e-Government focused on publishing government information to the Web. From 1998 to 2002, the focus changed to inquiry services. During this period, search engine technologies improved dramatically. This improvement drove the strategy of direct access and interaction with information. In the late 1990s, States began developing transaction-based systems that started with simple forms management. Technology improvements soon allowed for intelligent forms processing. Today, governments are developing integrated services. Integrated services are tightly coupled with agency back-end processing and allow users to complete a transaction with the agency within the web session. Professional license renewal is an excellent example of vertical integration. The next level of evolution involves the creation of transformational services. Transformational refers to the development of horizontally integrated applications, which provides the customer access to applications from business units that cut across the traditional boundary lines of government. These services blend

applications developed by private industry, local, state and federal units of government. For example, a transformational business application or service can allow a user interested in starting a new business in Kansas to access a single website, determine and register the name of their business, obtain their required licenses and certificates from an electronic community of separate agencies that cut across traditional boundaries and jurisdictions, and review state and federal information pertaining to a new business, all within the same session, saving the user a tremendous amount of time and frustration.

The INK Strategic e-Government Plan focuses on creating applications, which are enterprise in scope, highly integrated and transformational. The plan includes the following themes organized around portal perspectives.

1. Kansas Business Center
2. Legislative (e-Democracy)
3. Transportation
4. Medical Services
5. Agriculture
6. Public Safety
7. Education

A portal is a set of integrated city, county and state applications built around the service needs of customer. These service needs are organized by strategic portal themes. The portal themes were developed from an analysis of customer needs, national trends, Kansas initiatives, INK statutory objectives, and IT technology trends. The next chapter discusses these themes and the e-Government role INK performs with the state.

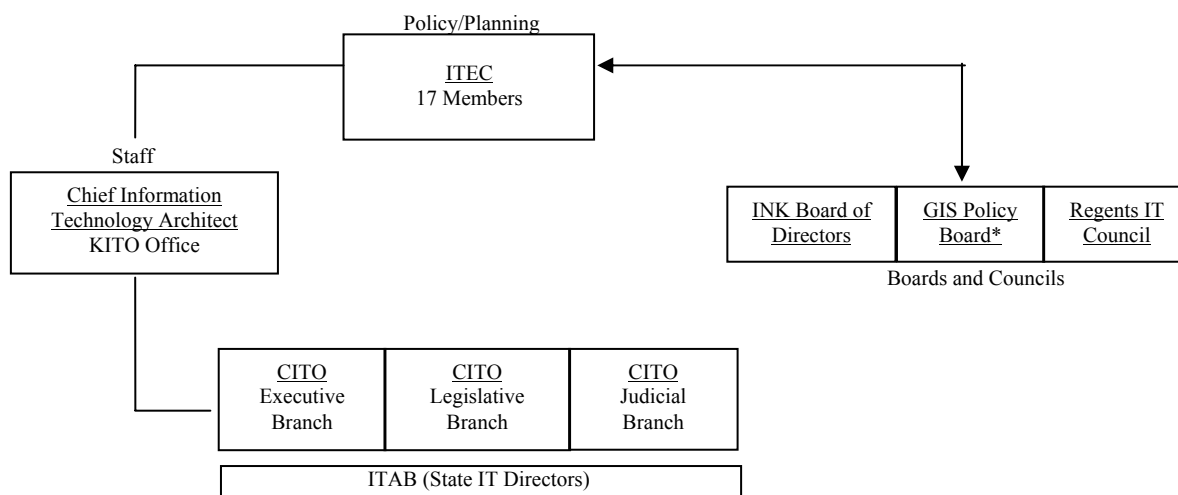
The accessKansas portal can have a significant impact on how citizens, businesses and governments work together, by supporting and promoting architectural and web development standards among development institutions and enabling content development through gateways and institutional partnerships. The accessKansas portal will lead to increased collaboration among and between citizens, businesses, academia, government entities, and the private sector.

Chapter 2: INK's Strategic e-Government Role



INK's has a unique e-Government role in Kansas's government. In 1998, the Kansas Legislature passed a bill establishing an enterprise IT Governance model for State government (KSA 75-7201 et seq.) and the Governor signed it into law. The new law established a 17-member Information Technology Executive Council (ITEC) for IT policy approval and enterprise IT planning.

ITEC has Executive Branch cabinet level members and officials from all branches of government as well as Executives from the private sector. INK's Executive Director is a member of ITEC. ITEC is responsible for adopting; (A) information technology resource policies and procedures and project management methodologies for all state agencies, (B) an information technology architecture, including telecommunications systems, networks and equipment, that covers all state agencies; (C) standards for data management for all state agencies; and (D) a strategic information technology management plan for the state. The law also created a Chief Information Technology Architect (CITA). The CITA is responsible for State's IT architecture. The CITA also serves as staff for ITEC. The law also created Chief Information Technology Officers (CITOs) for each branch of government. The CITOs are responsible for reviewing and consulting with agencies within their respective branches to monitor the agency's compliance to ITEC policy and procedures to the CITA. Boards and Councils created by ITEC or by Legislative statute also serve as subject matter experts in an advisory capacity to ITEC.



* Geographic Information Systems

Figure 1.4: Kansas IT Governance

ITEC Planning

As stated above, the CITA, working with the State's Long Range IT Planning Committee, is responsible for the Strategic Information Management Plan (SIM Plan). The SIM Plan is approved by ITEC and presented to the Legislative Joint Committee on Information Technology (JCIT). JCIT is comprised of 5 Senators and 5 Representatives and provides legislative oversight for Kansas IT.

The current SIM Plan has 15 e-Government objectives and 21 specific initiatives for State IT. INK takes lead responsibilities for five of these initiatives:

- Kansas Business Center
- e-Trucking Portal
- Statewide Web Standards
- Kansas Government Information Locator System (KGILS is an indexed inventory of public information and services offered by State agencies)
- INK Portal Services Marketing Plan and Architecture for Wireless Access

INK also has shared responsibility for 11 additional initiatives. These initiatives include putting all government forms on-line and developing an employee portal for Human Resources and employee benefits. The plan calls for INK to work with the Judicial Branch on the on-line integration of all state and local court case information (Full Court); and for INK to explore personalization features that allow users to customize their view of INK services on the web. Additional SIM Plan initiatives that involve INK include; Public Key Infrastructure (PKI) for securing transactions and identity authentication, Kansas Education Network (KanEd), and on-line representation of Kansas's geographic features. Finally, the SIM Plan discusses implementation of a Health Alert Network for hospitals and public health organizations. The INK Strategic Plan supports these SIM Plan initiatives.

INK Vision, Mission, Objectives

This section discusses the vision, mission and objectives of the INK Board of Directors. The INK Board of Directors is a 10-member board of Cabinet Secretaries and Executive level membership from State and local units, private sector, and statewide user groups. This unique combination of private and public representation effectively places the governing control over the portal development with the data suppliers and user groups who utilize the data. Appendix 1 contains a list of current board members and the organizations they represent.

Underpinning the overall strategy of INK is a unique partnership model that leverages the enormous wealth of knowledge and resources in all parts of the state development community – from state government to local communities to the private sector. It is a “portal plus” model that goes well beyond a simple aggregation approach to add significant value to the users through a rich offering of state and local government informational products and services, and access to a committed and dedicated web development community.

INK has adopted a decentralized model that provides for local and distributed site ownership, content management and administration. This will greatly facilitate the ability of user communities and local gateways to develop their own sites, while sharing accessKansas' platform. The decentralized model provides communities and working groups with tools that enable them to locally determine the content that appears on their pages, and can select modifications to the appearance of the pages to give their site their own look and feel.

By building a decentralized but coordinated network among existing sources of knowledge and experience, and helping launch new community-based portals, accessKansas helps users integrate untapped resources that increase local and global access exponentially. The common platform being provided by accessKansas is an efficient and effective tool to harness knowledge and resources that may reside locally, but are transformed into global assets for e-Government development.

The Board has adopted the following vision and mission.

INK Board Vision: To positively transform the relationship between citizens, businesses and governments through integrated, efficient eGovernment applications and services.

INK Board Mission: Provide the electronic gateway to Kansas government information and services.

In order to achieve the vision and mission, INK has the following statutory objectives and has adopted 3 additional strategic objectives. The statutory objectives are derived directly from INK's enabling statute, (KSA 74-9301 et seq.).

Statutory Objectives

- (1) Seek advice from the public and state agencies;
- (2) Provide electronic access to Kansas governments;
- (3) Provide and optimize easy interaction with citizens, businesses and governments to Kansas information and services under assurances of privacy, security, and accessibility;
- (4) Increase the amount, quality, and value of Kansas information and services;
- (5) Align INK services with state initiatives and provide leadership in the delivery of information services;
- (6) Direct a self-funded model that promotes the continued expansion of information services; and
- (7) Explore and implement technology to improve access to Kansas information and services.

Strategic Objectives

- (8) Develop on-line highly integrated applications;
- (9) Implement on-line services that have high market adoption potential and usage rates; and
- (10) Develop applications that can be easily extended to future applications using common architectures, reusable code (objects), and extensible technologies.

INK Assessment Methodology

The Board uses these statutory and strategic objectives to rate agency application service requests and grant proposals. The INK Board assigns each of the objectives a percentage weight to emphasize the Board's direction and focus. Also, the scale uses measurable criteria for each of the objectives. The following table shows the weights and rating criteria.

	Objectives Weight	Meets Expected Rating = 2	Exceeds Expected Rating = 3	Below Expected Rating =1
<u>Statutory Objectives</u>				
Increase Citizen/Business Access	25%	2,500 Page Views	>=3,125 Page Views	<=1,875 Page Views
Align to State Initiatives	15%	Agency IT Plan or SIM	Agency IT and SIM	no plan
Expand Portal Information	10%	400 Transactions	>=500 Transactions	<=300 Transactions
Improve Access Technologies*	10%	Web Interactive	Wireless, XML, multi-lingual, GIS, Push, Web Service, PKI, etc.	Batch
Revenue Generation**	10%	\$10,000.00	>=\$12,500.00	<=\$8,000.00
<u>Strategic Objectives</u>				
Market Adoption (2 year potential)	10%	25% capture rate	over 25% capture rate	under 25% capture rate
Integrated Services	10%	Able to complete transaction in session	Transactions include 3 or more agencies	Not able to complete transaction in session
Extensible (reusable) design	10%	25% objects reusable	75% objects reusable	Less than 25% objects reusable

* Access method dependent upon particular application and business requirements

** Revenue Generation for Free Services are scored as a "2" – Meets Expected

Figure 1.6: Rating Criteria

The strategic goals of integration, market penetration, and extensibility (reusable design) were adopted by the INK Board to guide the Board's strategy for highly integrated and transformational services. All new funding and service requests will be evaluated against these strategic and statutory objectives. Appendix 2 contains a copy of the INK Funding Request Application form. Appendix 3 contains a copy of the Preliminary Project Request form used by state and local entities to submit service requests to INK.

The rating scale is designed to gauge how well the proposed services align to INK's objectives. The rating is also used to prioritize service and funding requests and to assist in evaluating initiatives against INK's statutory and strategic themes.

Objective Scores by Functions of Government

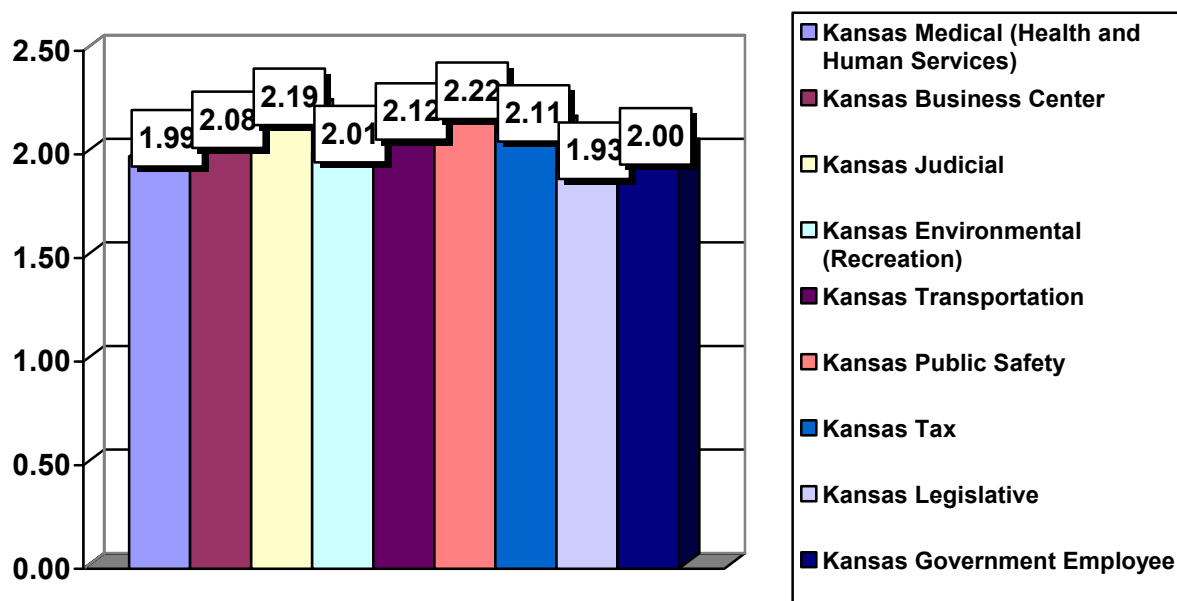


Figure 1.7a: Objective Scores by Portal Themes

The criteria in Figure 1.6: Grading Criteria were used to develop a weighted average score for each of INK's current services, which are made up of over 400 individual applications. Each of the applications were rated against the above measurement criteria and given a 1, 2, or 3 rating by objective. The objective raw score was then multiplied by the objective's relative weight. This resulted in a weighted score by objective. The application's individual objective weighted scores was added together to arrive at a weighted score for the application. This score represents how the individual application satisfies the INK statutory and strategic objectives. The applications and their scores are then grouped, in the above case by portal themes and an average of the individual scores are calculated to arrive at a score for the entire service grouping.

A 2.0 score reflects the service is meeting INK's expectations. Scores above 2.0 are exceeding expectations; and scores below 2.0 are below expectations. Figure 1.7a: Objective Scores by Portal Themes shows the weighted average score of each of the portal themes. The scoring analysis indicates the Kansas Public Safety Portal scored the highest. These scores would indicate the portals are very closely aligned with the INK Board objectives, both statutorily and strategically.

Lower scoring portals scores can be reviewed at the individual application and service level to identify areas of improvement at the individual Board objective level. In this event, INK will work with the sponsoring agency to investigate innovative solutions to work to improve the individual objective's score in order to raise the overall application and portal score.

Once the applications are scored, this methodology also allows INK to selectively group and categorize the applications and services to obtain different customer group perspectives of the application inventory. Figure 1.7b: Objective Scores by Functions of Government shows the application base from the functions of government portal perspective.

Objective Scores by Functions of Government

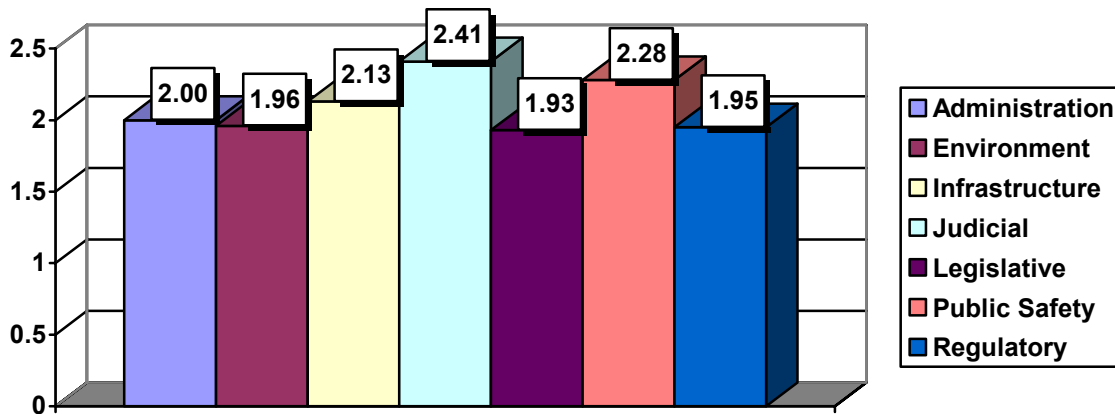


Figure 1.7b: Objective Scores by Functions of Government

The scoring analysis indicates that the Judicial portal scored the highest followed closely by Public Safety. Infrastructure and Administration portal objectives also have high scores, which mean the services grouped in these service categories closely align with the objectives set out by the INK Board of Directors.

This scoring methodology provides a powerful marketing and development tool for INK and its agency partners to categorize and score the application inventory from distinct customer viewpoints. For example, the above graph shows the viewpoint of government officials. The applications can also be categorized or grouped to reflect the life event viewpoint of the citizen or grouped to reflect the Governor's new cabinet structure. The methodology, categorization and scoring allow INK to view the application inventory from any of its customer viewpoints.

Chapter 3: Strategic Objectives and Initiatives

The INK Board of Directors established a planning committee consisting of the lead IT technologists from the Kansas Department of Revenue, Secretary of State, Kansas Department of Transportation, Department of Information Systems and Communication (DISC), the Network Manager and the INK Executive Director. INK's Strategic planning team began by developing ten (10) assumptions to guide the planning process. The assumptions include:

1. INK will become a center of excellence for Web application development. INK staff will develop a set of Web development guidelines seeking input from agency representatives.
2. INK will deploy services that help government reduce the cost for Web design and application development. These services will leverage INK's gateway capabilities by offering state agencies a common access interface to citizens and businesses.
3. INK will continue to honor all agency requests for services based on priorities, which come from INK's initiative rating methodology and cost/benefits analysis for service request. Portal themes, established by the INK Board, will help guide the priority setting process.
4. INK will encourage through its rating and planning processes, the creation of highly integrated and transformational services.
5. INK will continue to seek an enterprise understanding of e-Government Web design.
6. All application development undertaken by INK will strive to be highly extensible.
7. INK's e-Government plan will be based on a review of Kansas SIM Plan initiatives, other state's plans, Federal initiatives, and customer surveys.
8. The staff planning team will be expanded to include subject matter and IT experts with experience in each of the portal themes.
9. INK will implement an investment strategy that promotes and supports the expansion of service availability, portal themes, and improves government efficiencies.
10. INK will design transformational services consistent with INK statutory and strategic objectives to improve government efficiency.

Electronic Gateway Strategy

INK has a statutory objective to further the advancement of electronic technologies for access to government services. Today, the technology used by INK accommodates access to personal computers, wireless devices, servers, and midrange and mainframe computers. Wireless technologies using intelligent devices such as cell phones and PDA's (personal data assistants) are becoming more commonly used as communications and storage devices.

These wireless devices are finding their way into the mainstream of government operations and they are used to perform sophisticated transactions. For example, in 2002 Santa Ana, California, police officers piloted the use hand-held devices to issue

traffic citations and Detroit, Michigan has begun replacing police radios with intelligent tablets to access criminal histories, file reports, and issue citations. Technologies are improving rapidly to accurately convert handwriting to digital text, convert text to audio, and new wireless encryption methods are emerging to conduct secure, routine banking and other information sensitive data transactions through cell phones, tablets and other wireless hand-held devices.

Future technology advancements will allow users to access the Internet through car radios, electronically sign on to intelligent highway networks for voice and email, and interact with intelligent road signage and billboards.

In order to provide security and ensure privacy, electronic technologies must be used to authenticate and authorize users. Cryptography Card and Public Key Infrastructure (PKI) are just two examples of technologies for authentication and authorization. These underlying or “enabling technologies” are set out in the following Infrastructure Strategic Initiatives;

Infrastructure Strategic Initiatives

1. Provide PKI to authenticate and authorize users for applications that recognize a higher level of certification for agency applications or citizens who desire this service for message encryption.
2. Develop a common payment application to collect fees for government services. The payment application will connect directly with agency and State accounting systems.
3. Actively monitor emerging access technologies and provide support. Also, INK will teach new technologies at technology expos and demonstrations of emerging technologies on behalf of state and local units of government.

The INK Strategic e-Government Plan focuses on integration and transformational services. The long-term goal of INK is to be a primary source of access to information and services at the broadest level. However, the main target audience lies at the state and local level – the governments, media organizations, citizens, community groups, and businesses.

The next section of the plan discusses the application development themes organized around the portal perspectives mentioned earlier. This section of the plan also gives examples of the individual services that will make up the portal themes.

Portal Theme Strategic Initiatives

1. **Kansas Business Center**

INK will work with State agencies and local units of government to develop integrated applications that support opening and sustaining a business in Kansas. INK will work to integrate with federal and state entities to provide access to grant and financial assistance information. INK will also continue to expand the access and integration to agency's systems. Service examples include; Kansas Business Center Wizard, Annual Reports filings, Background Security Checks, Business Entity Certificates of Good Standing, and Homeland Security Notification System.

2. **Legislative (e-Democracy)**

Provide assistance to support legislative-sponsored initiatives, explore new technologies to increase public access, and provide expertise and support for legislative processes, elections and electronic voting initiatives. Service examples include; provide legislator access to the Legislature's document management system, assist in the implementation of virtual, paperless legislative hearing rooms, and explore technologies which allow citizens better access to federal, state and local units of government services using the Internet. INK will also explore the capability for public officials to publish legislative newsletters, distribute information releases, and provide access to special reports to subscribers who desire this information.

3. **Transportation**

INK will work with agencies to develop integrated applications to support the continued development of the truckings portal. Service examples include; leveraging the Kansas Department of Transportation's intelligent highway initiatives for reporting road conditions, receiving alerts, as well as special reports and emergency conditions.

4. **Medical Services**

INK will work with agencies to provide a single gateway to medically related professional licensing, renewals and provide access for citizen's to license verifications. More formal State directives may be sought to require all licensing applications be available on-line. Service examples include; Continuing Education Units (CEU) providers be provided with an on-line system for listing course offerings and course descriptions. CEU information is made available to licensees for selecting and locating CEU providers. The system will be GIS enabled to allow users to locate and select CEU providers.

5. **Agriculture**

INK will work with agencies to expand agriculture information and services for Agri-business owners and suppliers. Service examples include; the

ability to review and receive crop infestation reports from federal repositories, locate pesticide application services, and receive information about crop yields and blight reports. Other examples include application for well drilling permits; provide access to grain elevator storage availability, market pricing as well as grading information for grain by geographic locale.

6. Public Safety

INK will work with agencies to develop a citizen/business-centric emergency response notification system. Service examples include; the ability of the system to use geographic information system (GIS) software to display locations of shelters, road closings, places to receive health services, and other government services.

7. Education

Provide assistance to support KAN-ED and Board of Regents sponsored initiatives and to explore new technologies to increase public access. INK will work with the agencies and the Board of Regents to expand the applications developed for the KAN-ED network. Service examples include; providing access to school systems which provide parent and student information and interaction.

These enhanced services will work to coordinate the integration of PKI, GIS, state ortho image files and wireless technologies. For this reason, the INK Strategic e-Government Plan recognizes the need to research and pilot emerging technologies to better understand how these technologies drive integrated as well as transformational e-Government services.

Summary of Strategic Initiatives

The themes designated for the next five years are intended for focusing application development and funding. The initiatives can begin at anytime based on business conditions and requests made to INK from agencies and local units of government. Section 3: INK Business and Marketing Plan, presents information about how these strategies can be achieved. The following discussion summarizes the INK strategic initiatives.

INK Initiatives:

- Develop highly integrated and transformational e-Government services for federal, state and local units of government
- Implement enhanced e-Government services using the following portal themes over the next five years:
 - Kansas Business Center
 - Legislative (e-Democracy)
 - Transportation
 - Medical Services
 - Agriculture

- Public Safety
- Education
- Serve as the center of excellence for Web services and lead the state in e-Government architecture, web design standards and be an expert source for information about customer access technology trends.

Infrastructure Initiatives

- Assist in the implementation of a Kansas Geographic Information Locator System (KGILS) that inventories all state government services
- Implement a Kansas government electronic payment system available to state and local units of government
- Implement Public Key Infrastructure
- Assist in implementing a public employee portal
- Explore personalization features capability for users

Portal Theme Initiatives

- Work with the federal, state and local units of government to develop integrated applications that support opening and sustaining a business in Kansas
- Support Legislature initiatives.
- Explore electronic access technologies
- Implement a public safety emergency response web site using GIS enabled information
- Implement on-line employee security background checks for businesses
- Expand agriculture services to assist Agri-business owners
- Leverage KDOT's intelligent road initiatives
- Investigate the development of a formal directive to have professional license renewals on-line, In addition, explore the development of a GIS enabled, CEU provider web site

Internal Initiatives

- Implement the business and marketing plans to achieve strategies
- Monitor the funding and service application request and rating system
- Evaluate INK's inventory of applications and services against the measurable objectives in the Strategic e-Government Plan
- Use extensible code and objects whenever possible, for INK application development
- Expand the staff planning team with subject matter experts to further develop portal themes in the Strategic Plan

Initiative Summary Table

Free Services		Fee Services
Professional License Verification		Professional License CEU Enrollment
Kansas Business Center		Kansas Business Center
Public Safety Emergency Response		On-line Security Background Checks
Agriculture Blight/Infestation		Pesticide Services
Grain Quality and Market Prices		Water Well Rights
Grain Elevator Services Portal		Driving Records
Personalization		Kansas Payment Center
Legislative Automation Pilot		PKI Certificates
Electronic Town Hall/Chat		Internal Initiatives
Travel Conditions/Alerts (wireless and RF)		New Initiatives Rating
KGILS system (Government Services Inventory)		Business/Marketing Plans
		Extensible Code Development
		Expand staff planning team

Appendix 4: INK's e-Government Service Offerings contain an inventory of INK's services organized by functions of government.

The next section describes the Financial Funding Strategy to support the initiatives set out in the INK Strategic e-Government Plan.



Section 2: INK Financial Funding Strategy

Chapter 1: Fiscally Responsible Government Delivering More Services

Businesses require immediate access to information and services in order to remain competitive. As a source of information and services, government must be responsive to these needs. Simultaneously, government must be able to meet the considerable information and educational needs of the general public. By developing enhanced-service and commercially viable applications for citizens and businesses, the state of Kansas is building a dynamic Internet portal that serves all constituencies, and reaches beyond geographical and geopolitical boundaries to positively change the relationship between government and its citizens.

In order to continue to expand the portal and implement the strategic initiatives, INK has developed a high level financial strategy. This chapter presents the financial strategy and describes the guidelines for allocating INK's current fund balances and future projected net revenue for application development and investment into the portal for the next five years. INK believes this funding strategy is fundamental to;

- Continued expansion of citizen/business centric information and services
- Ensuring delivery of the INK Board's objectives
- Effective resource utilization and allocation and
- Effective financial control and direction

Chapter 2: A Model of Public/Private Cooperation

INK is designed so that no state tax dollars are appropriated to INK to fund the development of electronic information access or electronic commerce applications. INK is a model example of a government service that benefits from the entrepreneurial spirit and efficiencies found in the private sector. Minimal user fees generated through enhanced access applications to commercially viable information are used to fund the growth of INK. Also, the revenue from these applications help fund free information services, which are developed to benefit both private citizens and businesses.

The development and promotion of accessKansas is facilitated through a private company, Kansas Information Consortium, Inc. (KIC), a wholly owned subsidiary of NIC Inc. As the Network Manager, under the oversight of the INK Board of Directors, KIC works with state agencies, professional associations, business leaders, educators, and citizens to understand the needs of each constituency and then works to develop and enhance services, new applications and transactions to meet their needs.

Chapter 3: Revenues

All portal gross revenue is collected by INK. Approximately, 75% of the portal gross revenues are forwarded to agencies, described as Cost of Sales, for payment of direct costs for data use according to individual contracts signed with the agencies. Portal communication costs, such as internet connectivity and agency data usage charges are also paid from the portal gross revenues. The remaining revenue (25%) is shared

between INK and the Network Manager. The Network Manager maintains network administration, application development, marketing, project management and customer service staff for the exclusive support of the portal. The percentage share compensates the Network Manager for their staff and all hardware and software related expenses for supporting the ongoing maintenance and development of the portal.

The portal's revenue is generated from the following sources:

- Convenience fees for enhanced-service applications
- Annual subscriber fees
- Negotiated programming fees paid directly by an agency and
- Interest income

Traditionally, the success of a particular business venture or capital investment is measured solely in the return on capital or resulting net profit. However, as stated previously in the scoring methodology, the revenue generation, although necessary to maintain the structure and ongoing development of the portal, is not the primary goal of the INK Board. Revenue generation accounts for only 10% of an application's weighted score. The weighted score represents how well a particular application satisfies INK's statutory and strategic objectives. The overall success measurement of the portal will utilize the categorization and scoring of the applications as a whole, according to the criteria measurements. The success of the portal will be measured in the increase in the overall score of the portal application inventory.

The average weighted score for the application inventory as categorized by the functions of government equals 2.10. This rating or score represents the application inventory is exceeding the statutory and strategic objectives criteria and the INK Board's expectations. This application evaluation method, coupled with the historical and future revenue projections below provides INK with the tools to holistically evaluate the application inventory.

From 1993 to 2002, the growth of portal net revenue has increased at an average rate of 9.11% per year. The average growth of the portal net revenue from 1997 to 2003 was 13.54%. For years 2005 – 2008, a 12% growth assumption was used to estimate the portal gross revenues. The strategy assumes that 75% of the portal gross revenues, described as Cost of Sales, would be returned to state agencies as payments for data use. The strategy also assumes an annual increase of 3% per year in INK operating expenses. The INK projected net income amount will be applied to the available Investment Fund. The Investment Fund will be used to offer grants to state sponsored government entities to further their e-Government initiatives and goals.

Using this strategy, after projected INK operational expenses, INK projected net income would be allocated to the portal theme and discretionary grant amounts over the next five years. The INK Board will annually review INK's forecasted revenues, on-line business readiness within the agencies, state SIM Plan initiatives, current Administration, Judicial and Legislative initiatives. The strategy also determines the Investment Fund's target percentages for allocating INK's current fund balances for allocating projected earnings over the next five years. Figure 2.1: Projected Portal

Revenue Investment Allocations show the projected Investment Fund available and projected portal allocation percentage ranges.

Portal Investment Grant Allocation Amounts

	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Total Investment Fund Pool	\$254,693	\$221,196	\$336,295	\$296,809	\$336,055
Portal Themes Grant Fund	60-80%	60-80%	60-80%	60-80%	60-80%
Discretionary Grant Fund	20-40%	20-40%	20-40%	20-40%	20-40%

Figure 2.1: Projected Portal Investment Grant Allocations

INK will annually review and determine the investment amounts available for the allocations during their annual budgeting process. Grant application request forms for annual Portal Theme and the Discretionary Grant amounts are electronically available to state entities and local units of government for completion and submission to the INK Board. The INK Board reviews and determines disposition of all grant requests.

INK maintains banking relationships with two banking institutions: Commerce Bank and US Bancorp. The Commerce account or Network Operating Account is the central repository for all portal revenues. This account is designed to be a zero balance account, in that all monies collected by the portal are paid out to the entitled recipients, i.e., agency and data sharing partners, KIC and INK. INK also maintains two accounts with US Bancorp. One account is the business money market checking account from which all INK bills are paid and the other is an investment account which maintains the balance of retained earnings. The retained earnings amount is invested in 30 to 90 day US Treasury Bonds.

Portal Revenues

For FY 2004, the projected portal gross revenue is \$11,980,784. It is also projected that approximately 75% of those revenues would be paid as cost of sales directly to our agency and data providing partners, accounting for \$8,341,093. The resulting revenue (25%) results in projected portal net revenue, 85% of which is paid to the Network Manager according to the contract and 15% would be retained by INK.

Chapter 4: Expenses

The strategy is designed to support four basic areas of INK expense and is represented in the Figure 2.2: INK Expenses below;

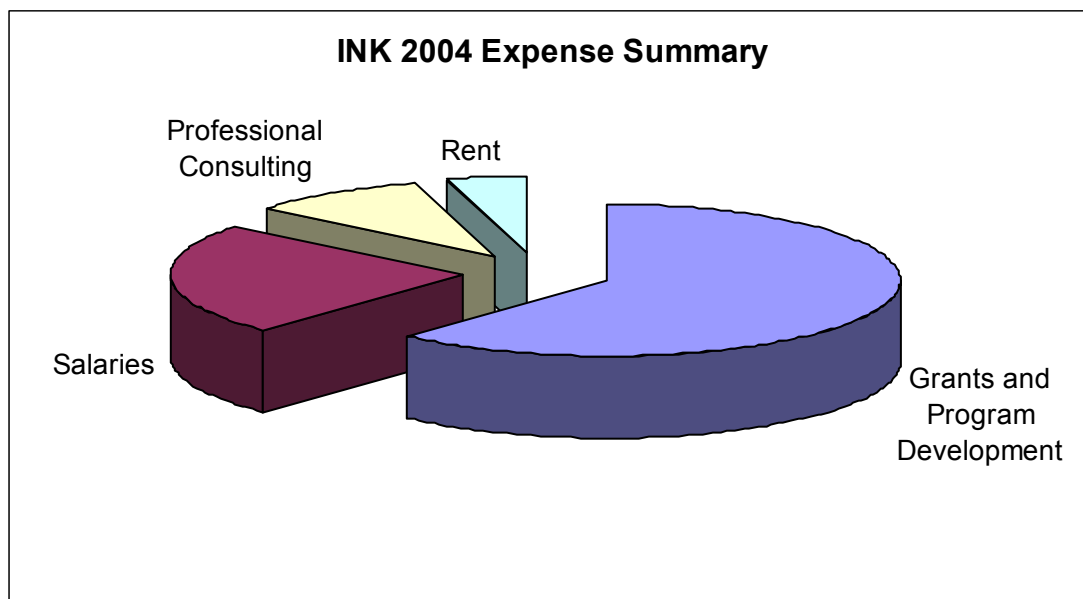


Figure 2.2: INK Expenses

INK Expense Summary

There are four main elements that impact the INK's 2004 expense detail – Grants and Program Development, Salaries, Professional Consulting and Rent. These components comprise 92% of the total dollars budgeted for the INK's 2004 expenses. The fiscal year 2004 expense budget for INK is \$560,377.

Grants and Program Development account for 57%. Salaries, including insurance and health benefits comprise 22% of the 2004 budget. Professional Consulting accounts for 9% and Rent accounts for 4%. Retained earnings amounts comprise amounts committed to previously approved strategic portal theme initiatives, and ongoing multi-year projects, such as the Kansas Business Center and a three year commitment to support the Verisign contract for Kansas digital signatures. Also, the retained earnings include a contingency account, the largest of which is \$300,000 designated for the purchase of the portal hardware from the Network Manager in the event they are unable to continue their duties.

It is important to note that INK is responsible for the payment of cost of sales to the agencies. At the state of Kansas' June 30 fiscal year end, the agencies are required to collect all monies due to them in the current fiscal year. INK remits payments one month in arrears throughout the year, the agency's requirement to collect all monies due at fiscal year end, requires INK to make a May and June payment of cost of sales in a June, prior to the monies being invoiced and collected. This requires INK to retain at least one month's cost of sales in order to accommodate the cash basis of accounting of the state. The monthly cash flow amount is projected to be approximately one million dollars per month and anticipated to increase with the growth of the portal. The monies

are immediately replaced with customer payment remittances in July as the June payment has been made to the agencies.

2004 Network Manager Expense Summary

The Network Manager contract, effective January 2004, provides that 15% of the gross revenues less cost of sales be paid to INK and 85% be paid to the Network Manager. The Network Manager contract carries a 3 year base term with 2, two year extensions options.

The largest portion of the Network Manager's application development time and effort is performed by developing applications and web sites for free public use. It is the revenue generating applications and services that fund the development of free applications and services. Over sixty percent of the Network Manager's available application development time is dedicated to the development of free applications for the portal. Under this strategy, the Network Manager will continue to use its operating budget to build free applications and based on a "first come, first served" basis to implement INK's commitment to honor agency application development requests.

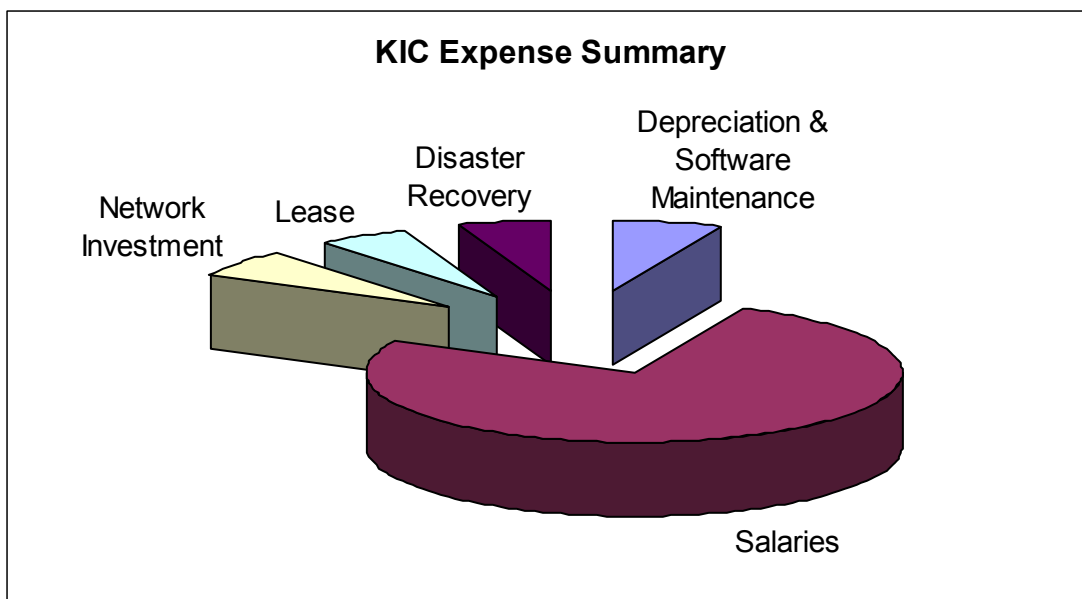


Figure 2.3: KIC Expenses

There are five main elements that impact the Network Manager's expense detail – Salaries, Depreciation & Software maintenance, Network Investment, Lease Expense and Disaster Recovery Fees. These components make up nearly 91% of the total dollars budgeted for the Network Manager's calendar year 2004 expenses. With the exception of Network Investment, these expenses are fixed expenses that are already committed based upon previous year's activities.

Salaries (i.e. Gross Wages, Payroll Taxes, and Health Insurance) account for nearly 69% of the total budgeted dollars for the Network Manager in calendar year 2004. The Network Manager forecast for the 2004 salary expense will include no additional

personnel and industry standard salary increases for KIC personnel based upon their performance.

Depreciation accounts for 6% of the total expenses allocated for the year 2004. In forecasting for calendar year 2004 expenses, KIC budgeted an additional 6% or \$107,000 in capital expenditures for infrastructure component purchases targeted at minimizing all single points of failure and increasing the scalability of the network (i.e. load balancing and server clusters) within its network.

Office lease expense accounts for nearly 5% of the Network Manager's next year's budget and the Disaster Recovery expense associated with SunGard is approximately 5% of total expense allocation for the Year 2004. This includes the ability for full off-site recovery and testing processes. The Network Manager's imperative will be to manage to these expenses throughout the year.

The next section covers the Implementation and Marketing Plan for implementing the strategic initiatives and financial strategies. The Implementation and Marketing Plan discusses the tactical issues of application development and promotion to support the growth assumptions of the Financial Funding Strategy and INK e-Government strategy.

Section 3: Implementation and Marketing Plan

Chapter 1: Business Strengths and Risks

INK operates an environment characterized by extremely rapid technological change, uncertainty regarding potential private-sector partners, and a unique governance model and content management philosophy. Moreover, content-based initiatives on the web are prone to require a significant amount of resources to achieve critical mass. However, it's potential to revolutionize or transform the way in which citizens, businesses and governments interact make accessKansas particularly exciting and propel the state of Kansas as its natural champion.

Business Strengths

INK's greatest strength is its ability to be enterprise in its scope. Being able to work with all three government branches enables INK to have access to the full breadth of government information, skill sets and expertise. INK is in the unique position to view and develop applications that can trace and develop interactive processes across traditional inter-agency lines and also, branches of government. The ability to participate with all branches of government also provides state and local government partners a forum for developmental collaboration that is not accessible elsewhere.

The success of INK will ultimately depend on the value-add that it can offer to its broad array of users. It will require, however, ongoing investments in hardware to maintain scalability and security and continued investments in marketing for establishing recognition and credibility of the brand. The fact that the INK Board of Directors is comprised of public and private leadership fosters its credibility, creating incentives for other organizations to pursue partnerships with the portal.

The emphasis on openness (reliance on open-source software) and interoperability (reliance on global standards such as XML and Web Services) in the technological choices of INK underscores the business strength of the portal. This emphasis will allow accessKansas to engage partners in a constructive fashion, irrespective of their own technological choices. This, in turn, will foster network externalities in the aggregation of content, increasing the value of the networks and communities supported by the portal.

Business Risks

The risks faced by INK can be classified in the following categories: financial, legislative and market-related. Many of these risks are interrelated, but below each are addressed independently.

Financial Risks: The accessKansas web portal is being built in partnership with state agency cooperation. In this context, the willingness of state organizations to commit resources to the portal (either directly or indirectly) is an important dimension of its financial model. Declining state budgets pose a significant challenge and simultaneously a tremendous opportunity. There is, however, the expectation that the agencies associated with the leadership of INK will influence decisions by other partners

to prioritize the use of INK for development in their allocation of resources for global public goods and, in particular, the accessKansas portal.

Legislative Risks: As INK is a creature of and is directed by the statute created in 1990, the Legislature has the ability to alter or repeal the statute. It is INK's position that changes to the statute such as a management merger into a specific branch of government would severely undermine its ability to remain enterprise in nature and would greatly restrict its ability to create collaboration amongst the three branches of state government.

Market Risks: The success of the accessKansas portal will ultimately depend on its ability to attract a critical mass of users in the different market segments targeted by the portal. This, in turn, will depend on the capacity of the portal to complement or replace existing sources of information and services in a cost-effective manner. It is also important to underscore that the impact of the accessKansas portal will be significantly affected by the evolution of connectivity and "digital literacy" in the state.

General Assumptions

INK has made certain assumptions regarding the implementation and ongoing management of the accessKansas portal based and presents them below as recommendations:

- INK must participate in a multi-channel service delivery strategy in which the same service may be available via the web, cellular and landline telephone and over the counter.
- INK must provide customer-oriented approaches to automated systems, business processes, management practices and organization structure.
- INK must provide both the opportunity and the necessity to transform government service delivery in realistic increments.
- INK must market the eGovernment services currently available.
- INK planning and implementation must be based on prioritization and focus.
- INK must provide opportunities to align service delivery across communities of interest.

General Expectations

INK has assumed reasonable expectations of the state of Kansas regarding the implementation and ongoing management of the accessKansas portal and presents them below:

- Agencies will approve Service Level Agreements in a timely manner
- Allow INK to market eGovernment services, applications and accessKansas
- Allow INK to maintain sustainable, reasonable, long term revenue growth
- Promote accessKansas and the eGovernment services internally and externally
- Assist in overcoming policy barriers to market entry/agency participation
- Assist in resolution of policy and legal issues
- Allow independence in software development processes and language

- Allow the re-use of solutions and software developed for/in other NIC managed portals.
- Support and advocate the change management process for portal deliverables, application development or timeframes

Goals

Recognizing the aforementioned assumptions and expectations, INK will embrace the following goals:

- Establishment of a consistent approach for citizens, businesses, employees and local governments to transact business with the state of Kansas;
- Participation in the shared strategic vision among all agencies for the conduct of eGovernment, including a statewide technical architecture;
- Design of a standards-based approach for implementing eGovernment applications hosted or developed by INK; and
- Promoting the cooperation and collaboration among state agencies for developing statewide eGovernment policies.

Objectives

The primary objectives of the Network Manager will be the following:

- Design and develop an eGovernment State Portal with a constituent-centric approach that utilizes intuitive design, and different search options for enabling constituents to find government services and information quickly and easily.
- Design and develop "push technology" concepts that will allow citizens to receive electronic notifications of services and transactions based on the citizen's wants, needs and experiences.
- Develop customizable applications that provide electronically delivered services and information to the citizens, businesses, employees and local governments of Kansas.
- Support and maintain accessKansas Portal hardware, software, and telecommunications facilities,
- Provide an appropriate level of network security on all devices and access points and support for the growth in the use of the Portal.
- Market accessKansas' availability to increase utilization of the services it offers.

Chapter 2: Management and Staffing

Board of Directors of INK

The Board of Directors of the Information Network of Kansas is a public instrumentality and the exercise by INK of the authority and powers conferred shall be deemed and held to be the performance of an essential governmental function. INK is governed by a 10-member; non-compensated Board of Directors consisting of representatives of public and private participants governs INK as follows;

- President of Kansas, Inc.
- Secretary of State
- Kansas Public Libraries
- Kansas Bar Association
- Director of Information Systems and Communications, non-voting
- (3) members from user associations of statewide character
- (2) Executive Branch Chief Executive Officers

The members of the Board help the governance structure of the organization to best achieve the objectives of accessKansas and its partner organizations. The INK Board of Directors meet monthly and establish all portal policies, transactional pricing, partner contractual agreements and oversees the Network Manager and Executive Director.

INK Executive Director

The INK Executive Director is responsible for implementing all portal procedures and policies and quality assurance for accessKansas portal, as directed by the INK Board of Directors. The Executive Director provides guidance on the development of the portal on matters such as computer systems, customer service, content management, portal policies, publication standards, and content partnership structuring. The Executive Director also ensures that the project is independent of any special influence, and that it serves all areas of the development community in an open, transparent, and effective manner. The Executive Director is supported with administrative assistance by staff supplied by Kansas Inc.

Kansas Information Consortium Inc.

Since 1991, under the oversight of the INK Board of Directors, a third party, for-profit organization, has managed the accessKansas network, communications and application development. In 2002, INK issued a Request for Proposal #5218 to manage the network. The bid was awarded to Kansas Information Consortium Inc (KIC). (KIC) is a wholly-owned subsidiary of NIC Inc. NIC Inc. is recognized as an industry leader in e-Government technology and experience. NIC provides e-Government solutions for

1,400 state and local agencies that serve more than 130 million people in the United States.

KIC Staffing Profile

KIC provides dedicated staff with expertise in infrastructure services in a host of platforms, consulting and application configuration development in a multitude of development architectures.

To support accessKansas, KIC is staffed at the management level with a General Manager (1), Director of Marketing and Portal Operations (1), Director of Creative Services (1), and Director of Development (1).

Currently the KIC staff includes

- five (5) software and application developers,
- one (1) systems administrator,
- two (2) creative design web developers,
- one (1) marketing coordinator,
- two (2) marketing associate/project managers and
- two (2) customer support representative/administrative assistants.

Descriptions of the key personal positions are found below:

Network General Manager:

- The Network Manager is responsible for execution of the network's fiscal and administrative policies, operational budget, technology budget, and ensuring quality customer support operations. The General Manager will direct the marketing and the development staffs in efforts to create new markets and services.

Director of Marketing and Portal Operations

- The Director of Marketing and Portal Operations (DOM) and marketing staff concentrates efforts on developing new market opportunities for information suppliers and new sources of information for consumers. The DOM will also spend time branding and promoting the network and directing Marketing personnel in the education of current and potential users and information sharing partners on the benefits of electronic access, electronic commerce, and electronic exchange of public information through the state portal, accessKansas, a service of the Information Network of Kansas.

Director of Development

- The Director of Development is responsible for project management, development scheduling and task allocation of the program development staff and system administration in coordination with our marketing plan.

Director of Creative Services

- The Director of Creative Services (DCS) is ultimately responsible for the end-users experience on the network. DCS identifies and organizes content and develops categories, naming schemes and navigational hierarchies to ensure an intuitive user experience. DCS works collaboratively with the project manager, programmers and designers in all stages of production; and organizes and spearheads user testing, including focus groups and usability testing.

System Administrator

- The System Administrator is responsible for overall maintenance of network hardware and software. The System Administrator shall research and implement cutting edge technology and ensure network administration, security and disaster recovery.

Software Engineers/Web Developers

- The software developers are responsible for network service development and technical interaction with information suppliers and consumers.

Marketing Coordinator

- Coordinates the marketing and promotional activities for the accessKansas Internet portal with a focus on interactive Web applications. Marketing efforts will include public relations, market research, marketing plans, advertising, and trade shows.

Marketing Associate/Project Coordinator

- The marketing staff is responsible for the project management of major network applications and programs. Responsibilities also include the promotion of network services.

Customer Service/Marketing Assistance

- The Help Center team provides customer and technical support for INK's growing user base. They manage billing inquiries and account maintenance requests. These team members are backed up, as needed, by various members of the marketing and development staff.

This unique organizational structure provides Kansas with the leaders in the e-Government industry, while also being able to import code developed by other states that contract with NIC. In addition, all code developed or imported and implemented on the accessKansas portal are contractually licensed to the state, in perpetuity.

Chapter 3: The INK Architecture

Internet-Based Technology

The demand for information by the public and by business is being satisfied in great part by a unique information dissemination mechanism called the Internet. In just the last decade, the Internet has exponentially grown from a fledgling text-based network into a fundamental and pervasive graphical information tool for society.

Internet technology is now allowing citizens to be only a few "clicks," instead of many miles, away from government information and services. Now, with the further enhancement and re-design of accessKansas, the state of Kansas is taking an organized and more proactive approach to maximizing the capabilities of the Internet for the benefit of the citizens and businesses of Kansas.

Furthermore, INK provides a wide range of portal services with experts in the areas of:

- Electronic commerce solutions
- Electronic payment processing
- Portal design and development
- Web content management
- Portal operations support
- Database design
- Web-to-database integration
- Application configuration
- Hosting services
- Web-to-mainframe integration
- Internet security
- Marketing services
- Network engineering

INK provides agile, open, yet secure system architecture and hosting solution for accessKansas future expansion. The processes, standards, and technology solutions implemented are "designed" to produce best-in-class applications that utilize open and accepted de facto Internet and Web standards. These solutions will facilitate horizontal integration among the state of Kansas' government entities and vertical integration among local and federal government organizations using the open, yet secure, Internet computing architecture.

To ensure a world-class portal solution for the state of Kansas, INK will continue to provide demonstrable experience in the use of appropriate technologies in hardware, software, and hosting environments. INK has retained one of the most experienced teams in software development, marketing, and design; this will allow INK to continue its pursuit of creating the best eGovernment offering in the country.

INK Services

Expertise in eGovernment

INK, in conjunction with the Network Manager, KIC, offers state and local government entities the expertise to automate routine, time-consuming tasks into interactive web-enabled applications for both citizens and businesses, saving the taxpayer valuable time as well as streamlining government processes.

Services provided through the Network Manager include:

Project Management

The Network Manager works in conjunction with state agencies to identify services that, when Web-enabled, can provide maximum benefit to agencies and their constituents. Project opportunities may be initiated by agency request, by customer demand, or by inspiration from a successful service being provided by other eGovernment portals. Opportunities are analyzed to determine potential benefits to the agency and its customers as well as technical feasibility. Once identified, services are prioritized and added to the development queue. Generally, there are at least eight new Web services in various stages of its development queue. Effective project management ensures that all phases of the application development life cycle – project definition, project planning, project execution and project closeout – are performed successfully and on-schedule.

Web Application Development

The Network Manager has a team of dedicated, talented Web application developers experienced in eGovernment. Rapid, effective development and deployment is critical to the partnership's operations and financial model. Resource and cost over-runs are not covered by the taxpayer, and the Network Manager earns nothing until taxpayers derive real benefit from a working application. This provides fertile ground for a partnership whose highest priority is being responsive to agency needs while maximally pleasing citizens and businesses.

Web Site and Application Maintenance

A significant portion of the technical team's effort is devoted to ongoing maintenance of the accessKansas Web site, state agency web sites, and the individual applications. This includes modifications to existing services at an agency's request or made necessary by changes in back-end systems; upgrades of applications to improve performance; and updates to the Web site.

Web Site and Application Hosting

The Network Manager has invested in an infrastructure that provides maximum "up-time" for INK services. A dedicated server hosts state Web applications that interface with back-end systems (including the state mainframe). A secure socket layer server (SSL) is also utilized to encrypt private information, such as customer credit card transactions. INK also enjoys excellent Internet bandwidth with a series of T-1 connections designed to provide broadband speed to the user. INK continues to budget for a on-going infrastructure investment to support the growing needs of the state of Kansas.

Marketing

Even the best Web applications are useless if no one knows about them, which is why marketing is a key component to the success of INK. A variety of marketing strategies are utilized to drive adoption of INK Web applications and services. Many past marketing efforts have been geared to business users, who realize significant savings in time and money by conducting state business via the Web. INK delivers the INK message to businesses through trade shows, direct mailings, fax promotions and some trade publication advertising. In addition, INK works with state agencies to provide promotional materials and information to help agency staffs promote their own Web services.

Training

Training is also an effective marketing tool that is utilized by INK for agencies to become more familiar with INK services. This occurs not only during Web application development, but is an ongoing effort as agency staff turnover and INK services evolve. Customer training, through trade group and agency-sponsored seminars, is also conducted to help users gain a comfort level with “self-service” via the Web.

Customer Service

An effective Help Desk is vital to the operation of the INK portal. When a customer encounters a question or problem using a state service, assistance is only a phone call or Webmaster email response away. INK’s customer service representatives are well versed in all INK services and are able to assist customers knowledgeably and quickly. When necessary, customers may be referred to an application developer to resolve more complex questions.

Payment Portal and Account Management

Because INK is a self-funding portal, several of its services involve the collection of money from customers. Money collected is a combination of agency statutory fees and enhanced access fees. Statutory fees collected through INK subscriber accounts are remitted to the agency on a monthly basis, along with a report detailing transaction activity. Currently, INK maintains over 3,300 subscription accounts; each subscription account may have up to ten unique user names and passwords. Accounts are billed by INK monthly for any services used, with INK assuming the burden of collection. Regardless of customer collection status, statutory fees are always remitted to the agency as scheduled. INK also provides Account Management features on the site, allowing customers to examine search histories and billing summaries as needed. To enable credit card transactions, INK utilizes authentication and fund-capturing services, maintains a merchant account with the state credit card vendor and covers all banking fees. Statutory fees collected via credit card transactions are remitted immediately to the agency.

Chapter 4: 2004 Implementation Plan

Operation and enhancement of the accessKansas Portal involves three primary functional areas:

INK Enterprise Initiatives

- Development of new applications and services
- Marketing both existing and new services to various user groups

The 2004 Work Plan is presented along these lines.

- INK Enterprise Initiatives
- INK Portal Design and Usability Enhancements

The 2004 plan for new and enhanced services is anchored by the enhancements scheduled for the state's official state website, www.accessKansas.gov. The following provides a high level overview of these enhancements.

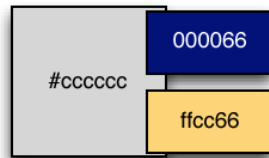
One of the primary responsibilities of INK is to provide an effective, user-friendly presentation of government information and services. The Official State Home Page (or State Portal) is the primary vehicle for this purpose. The state portal can be accessed at several URLs (or web addresses), including www.state.ks.us, www.accessKansas.com, and www.kansas.gov.

2004 Enterprise Deliverables

The following provides a list of key deliverables for the upgraded design and navigational architecture, estimated timelines, and required resources.

State Home Page/Portal Enhancement

This effort will extend throughout 2004 and is intended to improve the depth and breadth of information access available from a single web page. The current design has served well, but the layout and functionality of the page is reaching its capacity. In other words, there is a need to provide one - or two - click access to more information than the current design can handle. Additionally, over the span of twelve months we will migrate from the color palette currently used on the Web portal to a color scheme of blue and grey illustrated below. The complete migration will occur in several subtle stages to ensure a confidence in the user and a consistency in transition and usability, contrasted with a complete color change overnight and leaving users frustrated with their experience on the portal.



Gray: Intelligent, High-tech, Neutral
 Blue: Dignified, Professional, Official, Secure
 Yellow: Friendly, Healthy, Warm



The design upgrade was approached with several things in mind:

- The new design should leverage the “accessKansas” brand and be engaging to the user.
- “Economy of design” should be maintained. This refers to a design that presents content with minimal or no need for scrolling.
- Portal Themes, including agriculture/natural resources, health and human services, public safety, and information about Kansas, should continue to be prominent features.
- Features will be included to provide front-page access to homeland security information, Amber Alerts and other emergency-related information.
- Continued improvements will be made in providing access to the full scope of online services available from state & local governments.
- The new design will be compliant with all pertinent accessibility standards, and will incorporate existing privacy statements, disclaimers, and contact information.

- Best practices from other states and major portals such as Yahoo, Google, and America Online will be reviewed and incorporated where appropriate and practical.

The estimated timeline for the re-design and launch:

- Target Launch Date – July 1, 2004

The estimated resources required:

- All design and architecture work is performed using existing resources

Live Support Solution

One of the most successful customer service tools INK has found and is recommending be utilized by accessKansas is a Live Chat Support Solution – branded for Kansas as “**KanCh@t**”. It works much like the instant messaging products available online today. If a citizen or business has a question or is searching for specific government information during regular business hours, they can click on a “live help” button, type in their question or what they are looking for, and a live person responds to their needs.

The response may include a link to the information the citizen or business is looking for or direct them to a particular agency contact. INK has have found as the awareness of “live support” increases, the number of phone calls decreases. **KanCh@t** Support also equates to an increase in customer satisfaction because the user gets the information they need in a timely fashion that is customized for their specific needs.

The estimated timeline for the **KanCh@t** Support implementation:

- Scheduled Implementation – July 25, 2003
- Trial Period – July 25, 2003 – December 2003
- Target Launch Date – January 4, 2004

The estimated resources required:

- All work is performed using existing resources

Calendar of Events

This service will allow any/all government entities to have their own calendaring package to post meeting notices for the public to access. The calendar is completely managed by the appropriate government entity staff member using an online administrative interface.

The estimated timeline for the Calendar implementation:

- Scheduled Implementation – March 2004
- Target Launch Date – March 2004

The estimated resources required:

- All work is performed using existing resources

KanPay Payment Engine

This service will support the complete integration of all customer payment alternatives with all applicable portal applications. This service will be available to all state and local entities. The first phase of integration will support ACH processing but will be expanded in 2004 to support full credit card processing.

The estimated timeline for the KanPay Payment Engine implementation:

- Scheduled Implementation – December 2003
- Target Launch Date – 1st Qtr 2004
- Credit Card Integration – 3rd Qtr 2004

The estimated resources required:

- All work is performed using existing resources

Web Master Resource Center

A Web site maintained by accessKansas that houses resources, guidelines, examples and tutorial documentation for Web site planning, development and maintenance. The target audience for this is the state agencies Webmasters to assist in the collaborative development of some common standards through out all agency sites.

The estimated timeline for the Calendar implementation:

- Scheduled Implementation – April 2004
- Target Launch Date – May 2004

The estimated resources required:

- All work is performed using existing resources

Web-In-A-Box (WIB)

WIB is an online product providing state agencies with a basic Web site consisting of a home page, eight additional informational Web pages and a selection of colors and top banners. Adding, modifying and deleting content is accomplished through a user friendly, easy to use Web-based administration tool requiring no prior programming knowledge. Targeted users will be local government and legislators for web site management and maintenance.

The estimated timeline for the Web-In-A-Box implementation:

- Scheduled Implementation – December 2003
- Target Launch Date – February 2004

The estimated resources required:

- All work is performed using existing resources

Judicial Court Records Access

This is an expansion to a current service provision for four Kansas counties. The Kansas Judicial Branch is working towards an offering of Full-Court access to all 105 Kansas county court records. The Full-Court system will enable INK and the Judicial system provide online access to court records across the entire state.

The estimated timeline for the Judicial Court Records Access implementation:

- Scheduled Implementation – Implemented
- Target Launch Date – January –December 2004

The estimated resources required:

- All work is performed using existing resources

INK Interactive Services and Application Development

Another key aspect of INK's services is the development, support and maintenance of a wide range of interactive services for government agencies.

The benefits from interactive services range from faster, more reliable services for businesses and citizens to improved operational efficiency for government agencies.

INK's application development will follow our eGovernment proven development methodology. INK will adhere to the following concepts when developing applications for the portal:

- Determine all candidate eGovernment applications
- Analyze existing eGovernment applications
- Determine Commonality/Re-use in applications
- Evaluate use of existing NIC Inc. frameworks, objects, and complete applications
- Determine applications deployment in portal, emphasizing a customer-centric focus
- Apply strong quality assurance techniques
- Analyze application after deployment for performance, usage, faults and potential for improvement

The estimated timeline for development and implementation:

- On-Going

The estimated resources required:

- All work is performed using existing resources

2004 Interactive Deliverables

- KanPay Payment Engine and ACHPay Payment Portal – KDOR
- KanPay Payment Engine and ACHPay Payment Portal – KSSOS
- KanPay Payment Engine and ACHPay Payment Portal – KID
- KBI Limited Criminal History Records – Standard access
- KBI Limited Criminal History Records – Caregiver access
- KDHE Healthcare Data Downloads
- KDHE Dry Cleaner Registrations
- KDHE Chemical Storage Facility Registrations
- KSSOS KBC Articles of Incorporation
- KSSOS KBC Annual Report Filing
- KSSOS UCC Secured Party Searches
- KSSOS UCC Tracking/Notification System
- KDWP Unlimited Deer and Turkey Tags
- KDWP Vendor - Point Of Sale License Issuance Service
- KDWP Web Hosting Infrastructure Service
- Kansas Legislature Email-a-Bill Service
- Kansas Legislature Lobbyist-in-a-Box Interface – Version 2
- Office of the Governor Web Site Administrative Tool
- Board of Cosmetology License Renewals
- Board of Healing Arts License Renewals

Chapter 5: 2004 Marketing Plan

INK is focusing on a more expansive marketing and consultation campaign to reach wider audiences and solicit greater user feedback. The marketing effort has not been aggressive to date, to limit overall development costs, but plans are now being made to increase and expand accessKansas coverage.

In addition to external marketing, INK will continue to use the resources of their partner organizations, by taking advantage of their current marketing channels and mechanisms that already exist.

INK Marketing Plan Overview

The success of any application or information service will be measured ultimately in the value created by its offerings and how they meet the needs of its users and partners. Both quantitative and qualitative criteria will be used to assess the output, reach, and impact of accessKansas.

While routine usage statistics can be easily and consistently gathered through site monitoring software, the more important evaluation work will explore qualitative issues such as the relevance of accessKansas' offerings, the extent to which relationships have been catalyzed by the site, and the nature of new development activities facilitated by the portal. In these areas, the fundamental question to be addressed is whether accessKansas has had a significant and unique impact on the behaviors, reach and activities of partners, users, and (to the extent to which it is possible to ascertain so) the end-beneficiaries of development.

Using a variety of measurement tools, including surveys, focus groups and in-depth interviews involving both end-users and partners, will generate this more in-depth analysis. An additional source of evaluation information will be the site's customer service communication and feedback channels, which are available for site visitors. While accessKansas team has ongoing formal and informal consultative mechanisms with all stakeholder groups, thorough and independent assessments will also be undertaken, both on the portal as a whole and on various aspects of its operation.

This evaluation work will produce valuable knowledge, which will be disseminated to accessKansas team and partners. The lessons learned will be documented through case studies, analytic papers, practical how-to guides, and online discussions. They will inform future versions of accessKansas' content and site structure. They will also be made available to those in the development community who are working on related initiatives.

To illustrate accessKansas' general approach, a number of distinct areas of evaluation have been identified. These are mapped against the major objectives and offerings of accessKansas in the following table summarizing what could be measured and how.

Area to be measured	Unit of measurement	How to measure
Participants	Number of participants in all target groups with available demographic information	Site monitoring, surveys
Traffic	Number of page views, "stickiness," return visitors, unique visitors	Site monitoring
Content offerings	Number of content providers, breadth of topics	Site monitoring
Content relevance	Usefulness of content to user communities	User surveys; focus groups
Content quality	Quality and freshness of content	User surveys
Content search	Search costs for relevant content	Comparative data; user surveys
Aid information	Comprehensiveness of database	User surveys
Aid coordination	Effectiveness of tools to user and donor community	User surveys; focus groups; interviews
Partnership building	The number, breadth and quality of partnerships	Comparative data; focus groups, interviews
Relationship building	Effectiveness in generating new relationships among and between stakeholders	Focus groups; interviews
Commercial activity	Amount of commercial activity generated	User surveys; interviews

Success of the self-funded revenue model used to support accessKansas also requires that the eGovernment interactive services be used. The marketing plan focuses on leveraging state government, community and private organizations to promote eGovernment and to increase awareness of the portal and the information and services available.

The tenets of the marketing plan include:

- Inform the public about where, when, and how they can receive information and services
- Inform the public about choice, accessibility, and convenience of obtaining products and services through the portal
- Assure the public that the integrity of the services being delivered complies with the state of Kansas' service principles and practices, including privacy requirements and security
- Clarify, where required, to the public who is responsible and accountable for service delivery.

INK's intent is to ensure the marketing themes presented communicate the value of online eGovernment services in terms of saving customer's time, having easy access to information, and creating efficiencies by transacting business with the state of Kansas. While this approach may seem intuitive, surprisingly many marketing benchmarks in the eGovernment space shows a high percentage of feature-driven messages – laundry lists of applications, bells, and whistles are promoted, but few mention how these features will deliver benefits to the users.

Marketing Mission Statement

INK will deliver solutions which enhance citizen access to government through integrated services, increased access to information and consumer awareness.

INK will bring a higher focus to our marketing efforts in 2004. In the fourth quarter of 2003 the Network Manager (KIC) introduced the new position of Marketing Coordinator. The addition of this position to their staff will allow INK to provide an even greater focus to the marketing of new and existing agency partner applications within the INK application base. This effort will strengthen our partner relationships as well as help to raise citizen portal awareness.

Over the last thirteen years INK has raised portal awareness within our partner agencies to a high level. In 2004, we will continue those efforts while also heightening our overall marketing focus to public recognition in both the state and national level.

INK will be going into 2004 with a relatively new marketing team. This will provide us with various challenges throughout the year as well as opportunities to cultivate new ideas and take advantage of a fresh and energized marketing team. The marketing team has been successful in marketing applications as they are launched. Our initial adoption rates have consistently out performed partner expectations but have not continued to increase to the desired levels after the initial marketing push has subsided. KIC will be dedicating staff and budget resources to actively drive the adoption rates of both existing and new applications by focusing marketing efforts on applications that show positive revenue potential while maintaining a healthy balance of effort going into applications that will reflect positively on portal perception with in the constituency of the state of Kansas.

In 2004, the accessKansas portal will experience a Web site migration. This migration will take place in four phases and will improve the overall effectiveness of the portal. We will leverage this enhanced look and feel throughout our marketing efforts and couple those efforts with increased brand awareness.

INK will actively seek opportunities to participate in speaking engagements both at the state and national level as well as participating in selective traditional advertising where deemed appropriate.

INK will continue to collaborate with state IT committees to establish common standards for Web design across all state agency Web sites. Agency Web site collaborative standards will provide for consistency and enhanced usability as well as state unified

branding.

The previous chapter time lined the completion of applications such as the Kansas Bureau of Investigations Limited Criminal Histories, Kansas Secretary of State (KSSOS) UCC Secured Party Searches, KSSOS UCC Notifications and Articles of Incorporation. We will continue to look at various ways to incorporate these new integrated, cross-boundary applications as well as existing applications into “mini-portals”, or “portlets” which will provide easier access to multiple services of the same type while also leveraging cross-boundary initiatives through out the state.

As previously described in Chapter 3: Strategic Objectives and Initiatives, the planning methodology includes the categorization of applications and services into Portal Themes. Categorizations of the applications and services have also been categorized in several other ways to examine how the application base meets the respective needs of specific customer groups. The application inventory has been categorized to observe trends, service availability and adoption by Portal Themes, the Governor’s new Cabinet structure, Functions of Government, and finally by Life Event. Each of these categorizations provides a window into INK’s application inventory from a different customer perspective to obtain a portal development, Executive, Legislative, and citizen/business viewpoint.

This will be a valuable tool to identify areas where the current application base meets the specific customer’s needs very well and also identify areas within INK’s application base where there may be improvement required. INK’s marketing plan will use these categorizations to target its marketing effort to promote existing applications to promote further adoption and to use the areas of improvement for consultation and integration opportunities with partner agencies.

It is important for all of the marketing efforts produced by INK to maintain a single yet indirect focus which is to tell the story of the success eGovernment continues to have and which accessKansas continues to facilitate in the state of Kansas.

Marketing Goals

Goal: Adoption Tracking

INK will implement an adoption tracking system in 2004. This will provide INK with better metrics to measure the success of all of our marketing efforts. The importance of verifying actual adoption rates with our partner agencies can not be underestimated. The numbers produced from the adoption rate tracking system will be used to verify and validate the marketing efforts.

We will be using various avenues in obtaining the information needed to populate the system. Each Service Level Agreement will have added text encouraging our agency partners to provide the applicable data. INK’s marketing team will work closely with our partners in obtaining this information.

Goal: Increase Usage of Existing Services

The marketing team has done a great job of marketing applications during the roll-out phase which has consistently been reflected in our adoption rates. One of the primary goals for 2004 will be to effectively re-visit our marketing efforts with regard to existing services.

Goal: Drive Adoption of New Services

Several high potential applications will be launched in 2004. Development efforts in the fourth quarter of 2003 will be completed on the Kansas Bureau of Investigation Limited Criminal History, Kansas Secretary of State Articles of Incorporation and Kansas Department of Revenue Tag Registration Payment Portal. These applications will provide additional revenue and also significant marketing opportunities through out 2004.

Conclusion

INK strongly believes that with the continued cooperation and collaboration with the state and local entities, coupled with the application rating methodology for grants and service requests, validated by an ongoing measurement through extensive market and customer interviews and surveys, supported by the continuing enhancements to the portal, this Strategic e-Government Plan will continue position INK to be a valued partner to Kansas' state and local partners and provide valuable and quality information to its citizens, business and government.

Appendix 1: INK Board of Directors

Ron SrajerChair
Insurance Management Associates of Kansas

Tom Winters Vice Chair
Sedgwick County Commissioner

Ron Thornburgh..... Treasurer
Secretary of State

Denise Moore.....Secretary, ex-officio
Data Information Systems and Communications (DISC) Director

Deb Miller Secretary of Kansas Department of Transportation

Joan Wagnon..... Secretary of Kansas Department of Revenue

Todd Thompson Thompson and Associates P.A.

President of Kansas, Inc.....Jerry Lonergan

Member from the Kansas Library AssociationOPEN

Member from statewide User AssociationsOPEN



Ron Srajer



Tom Winters



Ron Thornburgh



Denise Moore



Deb Miller



Joan Wagnon



Todd Thompson

Jerry Lonergan
not pictured

Appendix 2: INK Funding Request Application

Information Network of Kansas Grant Request Application

Date Request Submitted: _____

Applicant/Agency Name: _____

Grant Amount Requested: \$_____.00

Requestor/Agency Contact Information

Primary Contact	Position Title	Mailing Address	Phone	Fax	Email Address

Requestor/Agency Executive Sponsorship

Primary Contact	Position Title	Mailing Address	Phone	Fax	Email Address

Other Participants, (if applicable)

Primary Contact	Position Title	Mailing Address	Phone	Fax	Email Address

Description of Requestor's Primary Services

Response: _____

A. Please describe the vision of the project.

Response: _____

B. Please describe how the need is supported/required by Federal law, Kansas Statute or County/City ordinance

Response: _____

C. Please describe the benefit to requestor, State, and the public.

Response: _____

D. If the grant is to create an application, is the application envisioned to have a fee associated with the use of the application or is the application free for use by citizens, businesses or governments? Please place an "X" on the appropriate line.

☐ Fee

☐ Free

E. Please select the area of service to which the grant benefit will best apply

☐ Kansas Business Center

☐ Medical Services

☐ e-Democracy

☐ Transportation

☐ Infrastructure

☐ Public Safety

☐ Agriculture

☐ Education

☐ Other (please explain) Response: _____

F. What is the term of the grant? Place an X in the appropriate box.

☐ One Year

☐ 2 Years

☐ 3 Years or more

G. Date grant disbursement would be desired?

H. Please provide the amount of funds or number of resources your entity will be contributing to the project?

Response: _____

I. If applicable, provide the specific initiative contained in the most current State Information Management Plan or describe how the grant will support the state's SIM plan or your agency's Three Year IT Plan.

Response: _____

J. Please provide the following:

Project Start Date: _____

Project End Date: _____

Milestones and Dates: _____

The Information Network of Kansas has determined eight objectives used to evaluate and prioritize all requests for grants. Each of the objectives is further assigned an objective weight percentage to reflect the INK Board's strategic direction. Those objectives with higher weight percentages will be weighted more heavily in the evaluation. The weighted percentage has been supplied for each of the objectives below. Each of the objectives below will be scored with a 1- Below Expectations, 2-Meets Expectations, or 3-Above Expectations. The score is multiplied by the INK Board's assigned relative weight. The total weighted score for the grant request is the sum of the individual objective's weighted score. The highest total score any grant request can receive is 3.

K. Please provide a brief description of how your request satisfies the following INK objectives?

a. Increases Citizen/Business Access: (25%)

Please provide your description of the potential population of users effected as a result of granting your request.

Response: _____

b. Alignment with State Initiatives: (15%)

Please describe how your initiatives align with the State's Strategic Information Management Plan, your agency's strategic plan or Three Year IT Plan.

Response: _____

c. Expand Portal Information: (10%)

Please describe how the request will expand the quantity or quality of the information provided through the portal.

Response: _____

d. Technology Improvement: (10%)

Please describe how the request will expand the use of technology or how it incorporates new technology.

Response: _____

e. Revenue Generation: (10%)

If your request is expected to generate revenue, please describe the potential revenue to your agency and the portal.

Response: _____

f. Extensibility: (10%)

Please describe how your request is designed to potentially be extended for use by other agencies.

Response: _____

g. Integration: (10%)

Please describe how your request integrates within your agency and other agencies, if applicable.

Response: _____

h. Penetration and Usage Potential: (10%)

Please describe your request's potential market and expected adoption rates.

Response: _____

L. Please provide a brief analysis of the cost/benefit for your grant request and anticipated return on investment, if applicable.

Requestor Signature

Date

Title

Please submit your request to;

Information Network of Kansas
632 SW Van Buren, Suite 100
Topeka, KS, 66603.

The INK Board of Directors approves grant requests for disbursement on a semi-annual basis. All grant requests must be received before December 1 to be considered for a January approval. Grant requests received after December 1 and before June 1 will be considered in July. All grant requests will be reviewed. Upon determination or if additional information is required, you will be contacted.

Office Use only, do not fill in below this line

Grant Request Number: _____

Grant Amount: _____

Grant Request Score: _____

Date Request Received: _____

Request Review Date: _____

Disposition of the Request: _____

Appendix 3: Preliminary Project Analysis form



PRELIMINARY PROJECT ANALYSIS

Name of Application Here

Project Manager: PM Name Here

Date: Date Authored Here

AGENCY LOGO HERE

Project Name

Name of Application Here

Partner Information

Agency Name (Website URL)

Partner Description

Agency Name (Abbrev.)

Project Team**Primary Partner Project Contact Information**

Primary Contact	Title	Address	Phone	Fax	Email
Name	Title	Address	(XXX)XXX-XXXX	(XXX)XXX-XXXX	Email address

Other Partner Project Contact Information

Primary Contact	Title	Address	Phone	Fax	Email
Name	Title	Address	(XXX)XXX-XXXX	(XXX)XXX-XXXX	Email address

Partner Executive Sponsor Contact Information

Primary Contact	Title	Address	Phone	Fax	Email
Name	Title	Address	(XXX)XXX-XXXX	(XXX)XXX-XXXX	Email address

INK Project Manager

Contact	Title	Address	Phone	Fax	Email
Brian Stevenson	Project Manager/ Marketing Associate	AccessKansas 534 S Kansas Ave. Suite 1210 Topeka, KS 66603	(785)296-5154	(785)296-5563	brians@ink.org

Project Overview

Description of what the application is going to do. How it is going to do it. Not too detailed but enough to get a 10,000 foot view of the overall project.

Perceived Target Audience(s)

Citizens ■ yes □ no

Describe: _____

Businesses ■ yes □ no

Describe: _____

Governments ■ yes □ no

Describe: _____

HIPPA Compliance

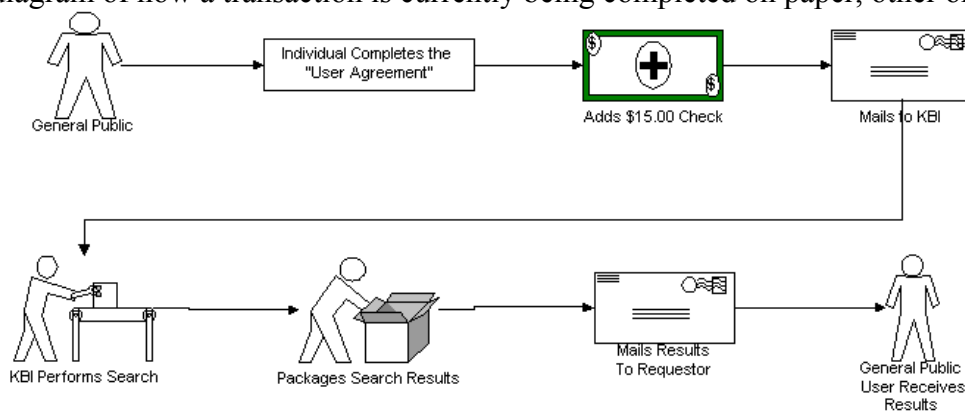
This application (does/does not) display, transmit or store information that is subject to protection by the Health Insurance Portability and Accountability Act of 1996.

Market Research

Paper	Other	Online
# of Paper Transactions Currently taking place	# of manual or other process transactions currently taking place	# of online transactions currently taking place.

Current Process

Example diagram of how a transaction is currently being completed on paper, other or online.



Pricing Structure

Current Pricing	Proposed Online Pricing	Credit Cards accepted?	Electronic Checks accepted?	Subscriber Service?
Current Price for Transaction	What is the Online version of the transaction going to cost.	Yes or No	Yes or No	Yes or No

Will INK incur all credit card fees or will the partner? Will the transaction total price be split or will INK bill the partner for transactions performed?

Split Fee Structure

Total Fee (fee here)
Amount to Partner
Amount to INK

NOTE: Will the price for paper users be adjusted in anyway once the online process is in place?

Service Availability

Yearly	If Seasonal, provide available dates
24 / 7 or Months	

Potential Project Constraints

- Example: The timeline will be tight due to “parent project” deadlines.
- Example: The partner does not have any technical staff.

Data Information

- Will there be data exchanged for this project?
- How will the data be exchanged?

Desired Completion Date by (AGENCY)

Date Here

Other Services or Deliverables to be or being granted by INK

- ▶ Education on latest Web protocol items, such as accessibility compliance, Web usability standards
- ▶ INK will use its standard application interface which includes but is not limited to a standard Header, Footer and left side navigation.
- ▶ Marketing of (AGENCY) services
- ▶ Media Relations
- ▶ Hosting of service on INK server(s)
- ▶ Placement of seasonal (AGENCY) activities on accessKansas site (ex. Launch of site graphic on accessKansas home page)
- ▶ INK will provide 24 hours a day, 7 days a week technical support for the (APPLICATION NAME HERE).

Customer Support (desires from partner, constraints from customer)

- INK will to provide full user support to the users who will need to gain access to the application. Such support shall be directed to answering customer questions and problems related to understanding screen or record formats, error messages, and other access concerns.
- (AGENCY) will be responsible for answering all users questions relating to the rules and regulations, policies and procedures of the application.

Approval(s)

INK shall proceed with the Preliminary Project Analysis described herein. The parties explicitly acknowledge that no terms regarding acceptance criteria, nor time for performance, nor the cost to the (AGENCY), nor services, nor deliverables, nor the work plan may be changed or altered in any way without the agreement of all signatories below or their designees listed as a member of the *Project Team* within this Preliminary Project Analysis.

(EXECUTIVE SPONSOR HERE) Date
(EXECUTIVE SPONSOR TITLE)

Brian Stevenson Date
INK Project Manager

Jim Hollingsworth Date
INK Executive Director

Robert Knapp Date
INK Network Manager

Appendix 4: INK's e-Government Service Offerings

Information Network of Kansas Developed Applications

KANSAS MEDICAL (HEALTH AND HUMAN SERVICES) PORTAL SERVICES

Behavioral Sciences Regulatory Board License Verification

Search the BSRB License Verification Database by license name, number and/or type and receive all vital information needed for license verification.

Behavioral Sciences Regulatory Board License Renewal

Behavioral Science licensees can renew their license online.

Kansas Board of Healing Arts Database

You may search by name for a specific health care provider or search by city for a profession and possibly a specialty.

Kansas Nursing License Verification

Search the Kansas Board of Nursing License Verification Database by license number and by name and receive all vital information

Nursing Address Change System

Licensed Kansas nurses may now change their address online, utilizing this new address change system.

Kansas Nursing License Renewal

Renew your Kansas nursing license online.

Pharmacy License Renewal

Renew your Kansas pharmacy license online.

Pharmacy License Verification

The Kansas Board of Pharmacy Online License Verification database will allow you to verify licenses granted by the Board of Pharmacy.

Kansas Dental Board Verification

Verify Dental and Hygienist licenses online with the Kansas Dental Board Online License Verification.

HIPPA Awareness Training

Learn more about Health Insurance Portability and Accountability Act (HIPAA), plus train your staff online to ensure compliance with national HIPAA regulations.

KANSAS BUSINESS (COMMERCE) CENTER PORTAL SERVICES

Kansas Board of Tax Appeals Database

Search for case decisions by the Board of Tax Appeals.

Kansas Insurance Company Information Search

Search the Kansas Insurance Department Database to view information on companies. You can pull one or up to three company records at a time.

Business Entity Certificate of Good Standing

Search the corporation database for free and purchase a certificate of good standing for a business entity from the Office of the Secretary of State.

Business Entity Letter of Good Standing

Search the business entity database for free and purchase a letter of good standing for a business entity from the Office of the Secretary of State.

Business Entity Annual Report Forms

Retrieve your annual report forms through the Office of the Secretary of State.

Uniform Commercial Code (UCC) Searches/Images

Search for UCC filings online and request the search results to be faxed or mailed by the Secretary of State.

Uniform Commercial Code (UCC) Filing System

File your UCC Filings online...easier, cheaper and faster than paper filing.

Kansas Business Center (Business Name Availability, Name Reservations, Business Tax Registration, Unemployment Liability Status Check)

Whether you are starting a new business, updating your filings, or just looking for information about business in Kansas, this site is your central resource.

Real Estate Licensee Verification

Verify a Kansas Real Estate licensee online for free.

Kansas Banking Mailings

All Bank Mailings is an index of the mailings sent to all banks by the Office of the State Bank Commissioner.

Property Valuation Data (Surveyor)

The Surveyor application allows subscribers to access property valuation data (PVD) records for all 105 counties in the State of Kansas.

KANSAS JUDICIAL PORTAL SERVICES

Court Records: Johnson County District Court

Search by name or case number in the following courts: Civil, Criminal, and Marriage.

Court Records: Sedgwick County District Court

Search by name or case number in the following courts: Civil, Criminal, Domestic, Marriage, Probate, Real Property, Traffic, and Trustee.

Court Records: Shawnee County District Court

Search district court information by name or case number.

Court Records: Wyandotte County District Court

Search by name or case number for district court, criminal court, limited actions, judgment/liens and attorney lists.

Kansas Attorney General Opinions

Search for opinions online either by number or keyword.

Kansas Continuing Legal Education Commission Online Transcript Application

Attorneys - Check your continuing legal education credits online with KS CLE Commission.

KANSAS ENVIRONMENTAL PORTAL SERVICES

Equus Beds Information Resource

Learn about threats to a valuable groundwater resource and efforts that are underway to protect it.

Fishing Condition Reports

Check current fishing conditions (lake depth, species, sizes, proper bait and methods) in state and community lakes by region.

Hunter's Education

Protect Kansas heritage through safe, knowledgeable, and responsible hunters. Get information about hunter's education, duplicate education certificates, and class schedules.

Urban Fishing Reports

Get current fishing conditions from the eight metropolitan areas in Kansas.

Wildlife and Parks Magazine Subscription

Subscribe to the bimonthly publication from Kansas Department of Wildlife and Parks. Each issue will bring you entertaining articles about wildlife in Kansas, stunning photographs, as well as insight into how wildlife resources are managed.

Hunting and Fishing Licenses

Purchase your Kansas hunting and fishing licenses online.

KANSAS TRANSPORTATION PORTAL SERVICES**Motor Vehicle Records**

Search and obtain Kansas Drivers Licensed by license number. Search for Vehicle Title, Registration & Lien information by plate number, VIN number, or title number.

Motor Carrier Vehicle Records

Obtain Kansas Motor Carrier Vehicle information online.

Boat Registration Renewal

Renew your boat registration through the Kansas Department of Wildlife and Parks.

TruckingKS.org

The one stop shop portal for all your trucking needs.

International Fuel Tax Agreement (IFTA) License Renewal

Renew your IFTA License here. Visit truckingks.org for more info.

International Registration Plan (IRP) Filings

Submit your IRP filings while viewing account history and billing information. Visit truckingKS.org for more info.

Kansas Trucking Permit System

Purchase your trucking permits here. Get online to get on the road.

KCC and Single State Authorities Renewals

Renew your motor carrier authority online with the Kansas Corporation Commission.

Driver's License Change of Address Online Form

Submit a change of address online to update your Driver's License.

KANSAS PUBLIC SAFETY PORTAL SERVICES**Kansas AMBER Plan**

A statewide child abduction recovery program that will immediately notify Kansas citizens of a child abduction in the state.

KBI Registered Offender Search

View registered offenders by name, city, county, and zip code. Note: The registration contains information only on convicted offenders who committed offenses after April 14, 1994.

Private Investigation (P.I.) License Verification

Check the license status of either a Private Investigator or Private Investigation Agency.

KANSAS TAX PORTAL SERVICES**Property Tax Payments**

Pay your Kansas property taxes online. (currently 33 designated counties)

Wyandotte County Property Tax Payment

Wyandotte County property tax payment is open year-round.

WebFile

File your Kansas income taxes online today!! No software to download. It's fast, easy and free!

KANSAS LEGISLATIVE PORTAL SERVICES**Kansas Administrative Regulations**

Search for regulations by number or keyword

Full Text Daily Bill Packets

Daily bill packets contain the full text of all the bills that were introduced the previous day; along with the House and Senate Calendars & Journals.

Lobbyist-In-A-Box

Create profiles of bills by using keyword searches or bill numbers. LIAB will then monitor the profiles and alert you to changes in those bills.

Multi-Bill Track

Track up to five bills at a time by bill number. Receive the last three actions on a bill or a full history.

Session Laws

Search session laws by year, according to keyword or chapter number.

Annotated Statutes

Find annotated Kansas statutes by number, keyword search, or by selecting a chapter from the statute table of contents.

The Kansas Register

The Kansas Register is the official state newspaper for the Legislative Services.

Bill Tracking

Track activity for a single bill with searching by bill number.

Campaign Finance Data

Search quick stats, contributions, contributors, or candidates that pertain to the house, the senate, statewide races, or the board of education.

Committee Information

Search for House, Senate, Joint and Interim committee listings while keeping up with the minutes and schedules. View ALL or member/committee related bills in conference and learn more about getting involved.

Enrolled and Signed Bills

Search for signed and enrolled bills and resolutions by year, according to keyword or bill number.

Full Text of Bills

Search for a full text of a bill by year, according to keyword or bill number.

House of Representatives

Get the latest updates and information regarding the House as well as view a complete listing or individual profile of House members.

Lobbyist Expenditure Report

Search for the contributions a lobbyist or business has given or search for recipients.

Senate

Get the latest updates and information regarding the Senate as well as view a complete listing or individual profile of Senate members.

Kansas Statutes

Get the text of a specific Kansas statute or search for multiple statutes simultaneously.

Appendix 5: INK's Enabling Statute

74-9301

Chapter 74.--STATE BOARDS, COMMISSIONS AND AUTHORITIES Article 93.--INFORMATION NETWORK OF KANSAS

74-9301. Information network of Kansas, Inc.; definitions. As used in this act, the following words and terms shall have the following meanings, unless the context shall indicate another or different meaning or intent:

(a) The acronym "INK" shall mean the information network of Kansas, Inc., created by K.S.A. 74-9303, or, if INK shall be abolished, the board, body or commission succeeding to the principal functions thereof or to whom the powers given by this act to INK shall be given by law.

(b) The word "gateway" shall mean any centralized electronic information system by which public information shall be provided via dial-in modem or continuous link to the public through subscription or through public libraries.

(c) The term "public information" shall mean any information stored, gathered or generated in electronic or magnetic form by the state of Kansas, its agencies or instrumentalities, which is included within the information deemed to be public pursuant to the Kansas open records act, K.S.A. 45-215 *et seq.*, and amendments thereto.

(d) The word "agency" shall mean any agency or instrumentality of the state of Kansas which stores, gathers or generates public information.

(e) The term "network manager" shall mean the entity or person engaged to manage and run the gateway or network on behalf of INK.

(f) The term "user association" shall mean an association:

(1) Whose membership is identifiable by regular payment of association dues and regularly maintained membership lists;

(2) which is registered with the state or is a Kansas corporation;

(3) which exists for the purpose of advancing the common occupation or profession of its membership; and

(4) which, after the appointment of the initial board of INK, regularly promotes and encourages the subscription of its members to the gateway service provided by INK.

History: L. 1990, ch. 266, § 1; L. 1990, ch. 274, § 1; May 17.

74-9302

Chapter 74.--STATE BOARDS, COMMISSIONS AND AUTHORITIES Article 93.--INFORMATION NETWORK OF KANSAS

74-9302. Same; purpose and duties. It shall be the purpose of INK to perform the following duties:

- (a) Provide electronic access for members of the public to public information of agencies via a gateway service;
- (b) develop a dial-in gateway or electronic network for access to public information;
- (c) provide appropriate oversight of any network manager;
- (d) explore ways and means of expanding the amount and kind of public information provided, increasing the utility of the public information provided and the form in which provided, expanding the base of users who access such public information and, where appropriate, implementing such changes;
- (e) cooperate with the division of information systems and communications in seeking to achieve the purposes of INK;
- (f) explore technological ways and means of improving citizen and business access to public information and, where appropriate, implement such technological improvements; and
- (g) explore options of expanding such network and its services to citizens and businesses by providing add-on services such as access to other for-profit information and databases and by providing electronic mail and calendaring to subscribers.

History: L. 1990, ch. 266, § 2; April 12.

74-9303

Chapter 74.--STATE BOARDS, COMMISSIONS AND AUTHORITIES Article 93.--INFORMATION NETWORK OF KANSAS

74-9303. Same; creation; governing board, membership; officers elected annually; quorum; vote to take action. (a) There is hereby created a body politic and corporate to be known as the information network of Kansas, Inc. INK is hereby constituted as a public instrumentality and the exercise by INK of the authority and powers conferred by this act shall be deemed and held to be the performance of an essential governmental function.

(b) INK shall be governed by a board consisting of 10 members as follows:

(1) The president of Kansas, Inc.;

(2) the secretary of state;

(3) two members who are chief executive officers of agencies of the executive branch, appointed by the governor who shall serve at the pleasure of the governor;

(4) one member appointed by the governor from a list of three Kansas bar association members submitted by such association. Such member shall serve a three-year term;

(5) three members from other user associations of a statewide character appointed by the governor from a list of not less than nine individuals and their respective user associations compiled initially by the president of Kansas, Inc. and thereafter by the board of INK and submitted to the governor. No two members appointed pursuant to this paragraph shall represent the same user association. The terms for such members shall be for a period of three years, except initially, when the terms shall be for one, two and three years, respectively;

(6) one member appointed by the governor from a list submitted by the president of the Kansas public libraries association and comprised of three librarians employed by public libraries. Following the initial appointment hereunder, such list shall be comprised of librarians of public libraries which subscribe to INK. Such member shall serve a three-year term; and

(7) the director of information systems and communications who shall serve as a nonvoting member.

(c) The board shall annually elect one member from the board as chairperson of INK, another as vice-chairperson and another as secretary.

(d) Five members of the board shall constitute a quorum and the affirmative vote of five members shall be necessary for any action taken by the board. No vacancy in the membership of the board shall impair the right of a quorum to exercise all the rights and perform all the duties of the board.

History: L. 1990, ch. 266, § 3; L. 1990, ch. 274, § 2; May 17.

74-9304

Chapter 74.--STATE BOARDS, COMMISSIONS AND AUTHORITIES
Article 93.--INFORMATION NETWORK OF KANSAS

74-9304. Same; duties and responsibilities; state agencies to cooperate and provide services and information; services and information to be provided pursuant to contract; agency may recover actual cost incurred. (a) In order to achieve its purpose as provided in this act, INK shall:

(1) Serve in an advisory capacity to the secretary of administration, division of information services and communications and other state agencies regarding the provision of state data to the citizens and businesses of Kansas;

(2) seek advice from the general public, its subscribers, professional associations, academic groups and institutions and individuals with knowledge of and interest in areas of networking, electronic mail, public information access, gateway services, add-on services and electronic filing of information; and

(3) develop charges for the services provided to subscribers, which include the actual costs of providing such services.

(b) All state agencies shall cooperate with INK in providing such assistance as may be requested for the achievement of its purpose. Agencies may recover actual costs incurred by providing such assistance. Services and information to be provided by any agency shall be specified pursuant to contract between INK and such agency and shall comply with the provisions of K.S.A. 45-215 et seq. and 21-3914, and amendments thereto.

History: L. 1990, ch. 266, § 4; L. 1990, ch. 274, § 3; May 17.

74-9305

Chapter 74.--STATE BOARDS, COMMISSIONS AND AUTHORITIES Article 93.--INFORMATION NETWORK OF KANSAS

74-9305. Same; network manager, duties and compensation; contracts for consulting, research and other services; gifts, grants and donations, acceptance; not subject to state purchasing laws. (a) INK shall hire a network manager, which may be either a person or a company or corporation. INK shall draw criteria and specifications in consultation with the division of information services and communications for such a network manager and its duties. INK may negotiate and enter into an employment agreement with the network manager selected which may provide for such duties, responsibilities and compensation as may be provided for in such agreement.

(b) The network manager shall direct and supervise the day-to-day operations and expansion of such gateway and network, including the initial phase of operations necessary to make such gateway operational, and:

(1) May employ, supervise and terminate such other employees of INK as designated by INK;

(2) shall attend meetings of INK;

(3) shall keep a record of all gateway, network and related operations of INK, which records shall be the property of INK, and shall maintain and be a custodian of all financial and operational records, documents and papers filed with INK; and

(4) shall yearly update and revise the business plan of INK, in consultation with and under the direction of INK.

(c) INK is hereby authorized to negotiate and enter into contracts for professional consulting, research and other services.

(d) INK may accept gifts, donations and grants.

(e) INK shall not be subject to state purchasing laws.

History: L. 1990, ch. 266, § 5; April 12.

74-9306

Chapter 74.--STATE BOARDS, COMMISSIONSAND AUTHORITIES Article 93.--INFORMATION NETWORK OF KANSAS

74-9306. Same; Kansas, Inc. and division of information services and communications to provide staff and other assistance requested; cost of assistance. Kansas, Inc. and the division of information services and communications shall provide to INK such staff and other assistance as may be requested thereby, and the actual costs of such assistance shall be paid for by INK.

History: L. 1990, ch. 266, § 6; April 12.

74-9307

Chapter 74.--STATE BOARDS, COMMISSIONSAND AUTHORITIES Article 93.--INFORMATION NETWORK OF KANSAS

74-9307. INK; financing of operations; employees. (a) INK shall fund its operations from revenues generated from subscribers, and from money, goods or in-kind services donated from private sources. Initial funding for start-up costs shall be obtained from private donations.

(b) The provisions of article 32 of chapter 75 of the Kansas Statutes Annotated, any acts amendatory thereof or supplemental thereto, and any rules and regulations adopted thereunder, shall not apply to officers or employees of INK. Subject to policies established by the board of INK, the chairperson of INK or the chairperson's designee shall be authorized to approve all travel and travel expenses of such officers and employees.

(c) Nothing in this act shall be construed as placing any officer or employee of INK in the classified service or unclassified service under the Kansas civil service act.

History: L. 1990, ch. 266, § 7; L. 1995, ch. 255, § 11; Dec. 17.

74-9308

Chapter 74.--STATE BOARDS, COMMISSIONSAND AUTHORITIES Article 93.--INFORMATION NETWORK OF KANSAS

74-9308. Same; moneys, deposit or investment. All moneys received by INK from gifts, donations, grants or any other source outside the state treasury may be deposited in the state treasury and credited to the information network of Kansas fund or may be maintained in interest-bearing accounts in Kansas banks or Kansas savings and loan associations until expended or otherwise disposed of pursuant to this act.

History: L. 1990, ch. 266, § 8; April 12.

74-9309

Chapter 74.--STATE BOARDS, COMMISSIONSAND AUTHORITIES Article 93.--INFORMATION NETWORK OF KANSAS

74-9309. Same; citation of act. This act may be cited as and shall be known as the information network of Kansas act.

History: L. 1990, ch. 266, § 9; April 12.